



POLICY NUMBER:	6.8	VERSION NUMBER:	8.0
DATE LAST REVIEWED:	March 2026	NEXT REVIEW DATE:	March 2027
RELATED POLICIES:	Academic Misconduct Policy Complaints and Appeals Policy – International Deferring Suspending or Cancelling Enrolment Policy – International Fees Policy - International Remission of Financial Liability due to Special Circumstances Policy Special Consideration Policy Non-Academic Misconduct Policy Student Code of Conduct	RESPONSIBILITY: Board of Directors	
RELATED PROCEDURES:	Deferring Suspending or Cancelling Enrolment Procedure - International		

REFUND POLICY - INTERNATIONAL

1.0 Purpose

This Policy outlines the circumstances under which refunds are available and clearly sets out the refund which will be provided to the student at various milestones along the timeline of the students' enrolment, both prior to and following commencement of study.

2.0 Scope

- All campuses
- All international students
- Student Services

3.0 Policy Statement

International student tuition fees are charged on a per subject basis and students are invoiced for each study period based on subject enrolments. This policy is consistent with the Education Services for Overseas Students Act (ESOS Act) 2000.

College fees for international students apply to persons living and studying in Australia who do not have permanent resident status in Australia. Should students wish to appeal any decision made concerning refunds, this policy and the availability of the complaints and appeals procedures for international students do not affect the rights of a student to take action under Australian Consumer Law if the Australian Consumer Law applies.

4.0 Census Date

- 4.1 Census is the official count of the student population for each study period in each course and subject.
- 4.2 The College's census date is the 4th or 3rd Friday after each advertised starting day for a study period, which means the 4th or 3rd Friday after the day on which the study period was scheduled and advertised to start.



- 4.3 Pre-Census: Students who lodge their application to Defer, Suspend or Cancel Enrolment (withdraw) on or before the census date for a course will be withdrawn or granted a deferral or suspension without penalty (if approved); all associated tuition fees will be refunded according to the Cancellation Fees Schedule below.
- 4.4 Post-Census: New students and continuing students who lodge their application to Defer, Suspend or Cancel Enrolment (withdraw) from a course after the census date will be withdrawn or granted a deferral or suspension (if approved) and associated tuition fees will be retained by the College according to the Cancellation Fees Schedule below. An enrolling student may defer for no longer than six (6) months, and a student-initiated suspension may not exceed 12 months. No credits are provided when withdrawing from subjects.

5.0 Refund Amounts

- 5.1 If a student visa is refused, the College will retain 5% of the total course fees paid up to a maximum amount of \$500.
- 5.2 Other refund amounts are set out in the table below.
- 5.3 The enrolment fee of AUD \$250 is only refundable if the College defaults in the delivery of a course before it starts. In all other circumstances, the enrolment fee is not refundable.
- 5.4 Non-tuition fees are non-refundable by the College (however any goods supplied by a College entity may be subject to refunds if faulty under Australian Consumer Law).
- 5.5 The College charges a fee for students dropping or swapping subjects and different fees are applicable at various stages of a study period. The fee applied is related to the timing of the cancellation / withdrawal.
- 5.6 A fee charged for withdrawing from a subject is referred to as a Cancellation Fee.

6.0 Dropping or Swapping Subjects

- 6.1 International student visa holders cannot drop subject/s, unless arranged by the College via an approved intervention plan under extenuating circumstances. When any student drops or swaps a subject they withdraw from the subject and full fees will apply if withdrawal is after census date for the subject. Prior to census date, any international student on a student visa wishing to drop a subject will be automatically identified as a Student at Risk and required to produce evidence of special circumstances to support their drop in study load.
- 6.2 Students can only swap a subject once, this swap of subject must be requested using the Add or Drop Subject Form – International - Student Visa or the Add or Drop Subject Form – International - Temporary Visa PRIOR to census date and the swap must be for the equivalent subject, or a different subject with the equivalent number credit point value and must not affect progression within the course by adversely affecting the original course structure; taking into account all pre-requisites, clinic requirements and online limits for student visa holders.



7.0 Cancellation Fees Schedule – Course Withdrawal

<u>Reason for or timing of Withdrawal from Course</u>	<u>Refund Provided</u>	<u>Cancellation Fees (Retained by the College)</u>	
		<u>HE Courses</u>	<u>Non-Award Subjects</u>
Cancellation prior to course commencement date	Full refund of all unused tuition fees paid	Nil	10% per subject
Cancellation after start of semester, up to Friday of Week 4 (Census)	Refund of 80% of tuition fees provided	20% per subject	20% per subject
Cancellation after Friday of Week 4 (Census) of a semester	No refund of tuition fees provided	Full tuition fees for the study period	Full tuition fees for the study period
Cancellation of student's enrolment due to student default (see Student Default section below)	No refund of tuition fees provided	Full tuition fees for the study period	Full tuition fees for the study period
In the event of provider default*	Full refund of all unused tuition fees	Nil	Nil

*Provider default can include the College being unable to provide the course, the course not being provided in full to the student, or any sanctions being imposed upon the College relating to provision of the course.

Note: 'Tuition fees' refers to the cost of tuition only and does not cover enrolment fees, books, uniforms, equipment or compulsory international health insurance. These are non-refundable.

If a student chooses to withdraw from a course, the appropriate cancellation fee according to the schedules above, will be charged. In limited special circumstances the Director of Student Operations may choose to waive all or part of the cancellation fees.

Students wishing to change their semester enrolment (drop or add subjects) must contact Student Services staff to discuss and action any proposed changes so as to fully understand the implications on study load in relation to student visa conditions and course progression. Cancellation fees will not be charged for approved subject changes as these will only be approved under special circumstances in alignment with an approved Intervention Strategy.

International students studying on a student visa must remain enrolled in a full time workload at all times unless the enrolment load has been *reduced* as part of a documented intervention strategy and special consideration application or approved credit application implemented by the College.

8.0 Student Default (applies to all international students)

- 8.1 An international student or intending overseas student defaults, in relation to a course at a location, if:
- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
 - the student does not meet the conditional course requirements unless an exemption applies, or First Aid Certificate); or



- (c) the College refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount they were liable to pay the College, directly or indirectly, in order to undertake the course;
 - (ii) the student breached a condition of his or her visa;
 - (iii) misconduct by the student (Refer to the Academic Integrity Policy – HE, the Student Code of Conduct - HE and the Student Misconduct Policy).

Note: Student Default does not include student visa refusal. In this case, the College will only retain 5% of the total course fees paid up to a maximum amount of \$500.

9.0 Provider Default (applies to students studying on a student visa only)

9.1 After a student has accepted an offer of enrolment at the College, in the unlikely event that the College is unable to deliver the course as offered, any tuition fees paid by the student for current and future study periods will be refunded in full within 14 days of the agreed starting day of the course or the day on which the course ceases to be provided.

9.2 Alternatively, a student may be made an offer by the College to enrol in an alternative course for a cost no greater than the cost of the originally offered course of study. In this case the student will be given a choice between a refund and an alternative course. The following steps must be followed by the College in the event of provider default:

9.2.1 Step 1 – Provider default occurs

- The College is deemed in default if:
 - the course did not start on the agreed starting day
 - the course ceased to be provided at any time after it commenced but before its completion
 - the course was not provided in full because a condition has been imposed on the registration of the College on CRICOS, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

9.2.2 Step 2 - Notifying the Secretary, the TPS Director and students

- Under section 46B of the *Education Services for Overseas Students Act 2000 (Cth)*, the College must notify the Secretary and the Tuition Protection Scheme (TPS) Director of the default within three (3) business days of the default occurring. The College must also notify affected students. All notices of any such default must be in writing.

9.2.3 Step 3 - Provider obligation period

- Under section 46D of the *Education Services for Overseas Students Act 2000 (Cth)*, the College has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to affected students studying on a student visa.
- If the College fails to discharge its obligations to the student under section 46D, it is an offence under section 46E of the *Education Services for Overseas Students Act 2000 (Cth)* and serious penalties apply.



9.2.4 Step 4 - Notification of the outcome - discharge of obligations

- Under section 46F of the *Education Services for Overseas Students Act 2000 (Cth)*, the College has seven (7) days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the *Education Services for Overseas Students Act 2000 (Cth)*.
- If the College does not meet its obligations affected students studying on a student visa may be assisted by the TPS Director.

10.0 Process for Claiming a Refund

10.1 Before a student can apply for a refund:

- the College must have received money into its accounts as cleared funds
- the student's course withdrawal must have been processed, and
- the student must pay / settle any other debts owing to the College, such as library fines. If the student fails to do so, the College reserves the right to deduct outstanding debts or fines owing from the refund amount.

10.2 Students should refer to this policy to check whether their refund claim is valid. If unsure, the student should seek advice from Student Services.

10.3 Students are required to submit a Student Refund (International) Form via the Student Portal, including the reason the request is being submitted and documentary evidence attached. This is processed by the Manager of VET and Student Engagement.

10.4 Once the student's request has been received and the approval process completed, the student will be informed of the approval or decline of the refund request in writing.

10.5 If a student's refund request is valid, a refund will be made within four weeks of the College approving the request in writing.

10.6 For subject withdrawal only, the College will provide any refunds in the form of a credit on the student's account towards the next semester's subject enrolments.

10.7 Refunds in all other circumstances will be made by EFT in Australian dollars only.

10.8 Refunds will only be made to the student or a nominated person / sponsor who initially paid the student fees.

10.9 Scholarship and sponsored students' refunds will only be paid to the scholarship provider or sponsoring body.

10.10 If a student is dissatisfied with the outcome of the refund request, the student may lodge an appeal with the Director of Student Operations by submitting via the Student Portal an Appeal to a Fees Remission or Refund Outcome within 20 working days of being informed of the decision.



11.0 Relevant Legislative and Regulatory Documents

- Education Services for Overseas Students Act 2000 (Cth).
- Education Services for Overseas Students (Registration Charges) Act 1997 (Cth).
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 (Cth).
- Higher Education Support Act 2003 (Cth).
- National Code 2018 (Cth).

12.0 Version Control History

Version	Date Approved	Approved By	Summary of Changes
1.0	05/12/2012	College Council	Approved by College Council Executive
2.0	15/01/2013	College Council	Significant rewrite to make policy more consistent with domestic student refund policy and fee policy – International HE and International VET
2.1	09/03/2013	College Council	Added provision for no refund if student enrolment cancellation is initiated by the College. Schedule converted to table format.
2.2	15/01/2014	College Council	Terminology and definitions of international students updated
3.0	08/10/2014	College Council	Added detail for deferring or suspending a course and expanded the table of cancellation fees. Amended census, added benchmarking to validate use of census and fees applied. altered refund table. corrected Director, Student Services and added this title to the key stakeholders.
4.0	04/02/2015	College Council	Formatting updates. Added student definition. Inclusion of census dates and definitions to deferring and suspending courses.
5.0	03/11/2016	College Council	New draft policy harmonised to include all SGA brands.
6.0	24/07/2017	College Council	Updated to include actual cancellation fees etc as per current process, update related policy and form names and manual version control. Updated to match student handbook information for MHE. Formatting and rebranding. Hyperlinks updated.
7.0	05/06/2019	College Council	Updated to meet current National Code 2018 requirements
8.0	March 2026	Academic Council	Formatting changes. Renumber in line with Governance Framework. Appeals process updated to align with Student Portal processes. Removed references to WWCC. Updated role titles. Updated census timing to align with changes to Trimesters and Clinic Block timing.