



Version 191218

# *Policy and Procedure – Refund international student*

These refund policies are provided to assure students of fair and certain calculation of refunds in accordance with the legal obligations of Acknowledge Education Pty Ltd ABN: 15 005 596 565 (trading as Stott's College, Melbourne Language Centre, Front Cooking School and Acknowledge Creativity) and of the student.

This policy is in accordance with the ESOS Act 2000, section 46D and 47E.

## **1. Policies**

- 1.1. A refund of 70% of tuition fees will be given if an enrolment is cancelled more than 28 days prior to commencement of the course. The following non-tuition fees are non-refundable (other than in the instance of a visa refusal, see paragraph 1.5 below); CoE Package Course Fee, Enrolment Fee and Administration Fee.
- 1.2. No refund of fees will be given if an enrolment is cancelled within 28 days of course commencement, or the student does not commence on the agreed date, or withdraws from the course once it has commenced. Students enrolling to commence courses within 28 days of application will not receive a refund if enrolment is cancelled more than seven (7) days after receipt of the application or within seven (7) days of course commencement.
- 1.3. No refund will be given to any student who has deferred their enrolment.
- 1.4. Early termination of homestay is subject to a 20% cancellation fee on monies paid;
- 1.5. Where proof of visa rejection is provided, refund will be calculated as proscribed in in section 47E of the ESOS Act. In accordance with the regulations, a full refund will be provided less:
  - a) \$500 or five percent of the total amount of pre-paid fees received for the Course (whichever is the lesser);
  - b) if the student has commenced study, refund will be provided less the proportion of the course money that Acknowledge Education has received in respect of the student before the default day that is equal to the proportion of the course that was provided to the student before the default day.
- 1.6. Acknowledge Education may grant no refund if a student's enrolment is cancelled or a student's visa or application for visa is cancelled or refused due to actions of the student.
- 1.7. Acknowledge Education reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered, in accordance with sections 46A and 46D of the *Education Services for Overseas Students Act* 2000, as amended, one of the following options will be offered:



- 1.7.1. Any unused portion of tuition fees paid by the student will be refunded, within two (2) weeks from the date of default; or
- 1.7.2. An alternative course or part course can be arranged at the providers' expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.
- 1.7.3. If AE is unable to provide a refund or provide an alternative course in accordance with the ESOS Act and National Code, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course is not found. Further information regarding the TPS arrangements is provided at [www.tps.gov.au](http://www.tps.gov.au)
- 1.8. Tuition fees are not transferable to another person.
- 1.9. Notwithstanding the above provisions, Acknowledge Education may grant a refund of fees on compelling or compassionate grounds made known to the Registrar in writing.

This policy and the availability of Acknowledge Education Complaints and Appeals Policy does not remove from the student the right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

## **2. Applying for a refund**

- 2.1. Students, parents or guardians must submit a written request for a refund:
  - a) by mail, to:  
The Registrar  
Acknowledge Education  
168 Exhibition Street  
Melbourne VIC 3000  
Australia
  - or
  - b) by email, to:  
[registrar@ae.edu.au](mailto:registrar@ae.edu.au)
- 2.2. Written requests for refund should contain:
  - a) the student's details, including full name, student number, date of birth and address;
  - b) details of why a refund is requested;
  - c) contact details; and
  - d) the requested destination of the refunded payment.
- 2.3. Written requests for refund must be made as soon as practicable after the reason for the refund request arises.
- 2.4. The Registrar will assess entitlement to a refund against the applicable policy.
- 2.5. Refunds granted will be paid within 28 days of the request for refund.
- 2.6. The Registrar will issue notice of the amount of refund and the date of its payment as soon as practicable after its payment.



2.7. Where no refund is granted the Registrar will issue notice immediately on assessing the request for refund

**Endorsed by:** Managing Director  
**Date endorsed:** 08 May 2012  
**Effective date:** 08 May 2012  
**Version number:** 190531  
**Last amendment date/by:** 31 May 2019  
**Review due date:** 1 January 2022  
**Related documents:** Student Acceptance Form  
 Student Handbooks  
 Enrolment Procedures for International Students  
 Student Acceptance Form

**Responsibilities:** Managing Director, Registrar, Compliance Manager  
**Contact:** Compliance Manager

Document change and review log

Date	By	Notes
08/05/2012	RF	Created – incorporates old Refund Policy of 4 March 2011, adds separate domestic policy with ASTAS provision
21/06/2012	RF	Updated international refund policy to reflect changes to ESOS Act effective 1/7/2012
13/09/2012	RF	Removed duplicate sentence, new format
26/04/2013	RF	Added process for applying for refund
29/08/2013	BS	Amend incorrect formatting
20/06/2014	BS	Change to AE
10/10/2014	BS	Amend int refund in accordance to new ESOS direction
24/11/2014	BS	Remove Domestic Policy
11/01/2016	BS	Reviewed, format change
30/06/2016	BS	Change logos
20/11/2017	BS	Change Format
190531	BS	Amend refund for visa refusal
191218	BS	Clarify refund items, add TPS