



<b>Document: Refund Policy for International Students</b>		
<b>Approved by: Executive Management Team</b>	<b>Version: 5.1</b>	<b>Date: July 2024</b>

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## 1. Overview

This policy sets out the circumstance that a student is entitled to a refund and the procedure a student must follow to withdraw from a course to get a refund. This policy is made under the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 ("ESOS Act and Regulations") and the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018.

## 2. Policy

1. WIN reserves its right to cancel any student enrolments prior to the date of course commencement and all fees will be refunded.
2. All refunds (approved by WIN's policies and procedures) will be made to the student or the person that the student authorised within 14 days from the date of the refund approval.
3. All fees paid are non-transferable.
4. Current fees may increase at a maximum of 3% during the enrolment period of each course.
5. WIN reserves the right to review and amend this Refund Policy at any time.

The table below shows the grounds for refund of fees

Enrolment/application fee, material fee, administration fee, textbook fee, stationary fee, and any nonrefundable fees and charges (including for visa refusal)	Non-Refundable
Withdrawal for visa refusal in writing and received by WIN before course commencement date if the refusal is not due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA. 100% refund of tuition fee paid.	100% refund of tuition fee paid.
Withdrawal for visa refusal in writing and received by WIN after course commencement date if the refusal is not due to your actions, such as forged or fraudulent document, or failure to provide the documents required by DHA.	100% refund of the UNUSED tuition fee paid.
Withdrawal for visa refusal if the refusal is due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA.	No refund of any fee paid

Withdrawal up to 4 weeks after visa refusal before course commencement. Please note: the visa refusal document must indicate WIN's CoEs were used for the application alone or in a package.	Tuition fees, minus the lesser of either: (a) 5% of the amount of course fees received by the provider in respect of the student before the default day; or (b) \$500.
Withdrawal for visa refusal in writing and received by WIN more than 4 weeks after you received the visa refusal letter, no matter whether your original course has commenced or not.	No refund of any fee paid.
Where you have got the student visa granted by DHA, you choose not to come to Australia to start your course.	No refund of any fee paid
Withdrawal notified in writing and received by WIN 28 days or more prior to course commencement date.	50% refund of the tuition fee paid.
Withdrawal notified in writing and received by WIN less than 28 days prior to course commencement date.	30% refund of the tuition fee paid.
Withdrawal notified in writing and received by WIN on or after the original course commencement date.	No refund of any fee paid
Termination of enrolment for failure to comply with WIN's policies and procedures and DHA's visa requirements.	No refund of any fee paid
If any submitted application or enrolment document is forged or otherwise fraudulent or concealed a material fact or circumstance that would have affected WIN's decision to admit the student	No refund of any fee paid
Student defaults by failing to pay to WIN any amount they were liable to pay directly or indirectly in order to undertake a course or student breached a student visa condition or conditions of enrolment at WIN (including failing to meet course requirements) or misbehaviour of the student (eg a breach of the Code of Conduct) including course abandonment or student changing their mind after course commencement or academic misconduct or has a release request refused	No refund of any fee paid
Student transfers before completing 6 months of their principal course	No refund of any fee paid
Student withdraws after completing 6 months of their principal course:	

a. 28 days or more before the study period commences	80% refund of the tuition fee paid.
b. Less than 28 days before the study period commences	50% refund of the tuition fee paid.
All refunds will attract a \$500 administration fee	

### 3. Procedures

- i) All requests for a refund must be made in writing by completing a Refund Request form, addressed to accounts and admitted with supporting documentation (eg visa refusal letter). This form can be handed to the Student Services Officer (SSO) at Reception.
- ii) SSO will hand the documentation to Accounts.
- iii) Accounts will meet with the Academic Manager and will approve or reject the refund application within 28 days.
- iv) All refund considerations will be strictly limited to the amount that WIN has received from the student as tuition fees only (ie exclusive of all non-refundable fees and agent commissions, whether this commission was deducted before or after the student paid WIN).
- v) In the unlikely event that WIN is unable to deliver the course, WIN will either offer you an alternative placement which is acceptable to the student, or if they are not satisfied with the replacement, they will receive a refund of the unexpended tuition fees paid to WIN. To be more specific, it means that the refund is only eligible for the unused pre-paid tuition fee. The student cannot get a refund for any fee they have used, or for which they have not paid.

The refund will be paid within 28 days of the day on which the course ceased being provided. The Director of the Tuition Protection Service (TPS) will facilitate access to alternative course placement. The TPS normally uses an online placement service to provide all the information needed so the student can understand their options and choose an alternative course that best suits them. Fees which are not listed above will not be refunded.

### 4. General

The fees refund policy does not prevent students from taking further action under Australian Consumer Protection laws. Students should also avail themselves of WIN's *Academic Grievance Handling Policy and Procedure for Students* before seeking further advice from the Commonwealth Ombudsman.

## 5. Legal and Policy Framework

- The *Education Services for Overseas Students Act 2000* (ESOS Act)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Department of Education – Tuition Protection Service (TPS)