

## 1 Purpose

This procedure ensures that applicable Fee Refunds are provided to International students studying in Australia on a student visa in a consistent and compliant manner, and in accordance to obligations under the ESOS Act 2000 and the National Code.

## 2 Scope

This Refund Procedure applies to:

- International students holding a current Confirmation of Enrolment with the Institute.
- Staff involved in the payment and refund of international tuition fees paid to the Institute.

The Procedure does not apply to fees received by Sunraysia Institute on behalf of a partner training provider (such as holding deposits for partner programs).

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## 4 Definitions

ACRONYM / Term	Definition
<b>ESOS Act</b>	The Education Services for Overseas Students Act 2000.
<b>International Student</b>	A person holding an Australian Student visa and is defined as an 'Overseas Student' in the ESOS ACT.
<b>ISU</b>	International Students Unit
<b>National Code</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
<b>DIBP</b>	Department of Immigration and Boarder Protection
<b>DE</b>	Department of Education
<b>PRISMS</b>	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

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## 5 Actions

### 5.1 Process for claiming refunds

#### 5.1.1 Refund applications for full or partial refunds must:

- be made in writing on the International Student Withdrawal & Application for Refund Form
- set out the reasons for the application (full explanation to be attached to the International Student Withdrawal & Application for Refund Form); and
- be accompanied by supporting documents as may be appropriate; and be forwarded to:

International Students Unit  
Sunraysia Institute of TAFE  
PO Box 1904

**MILDURA VIC 3502**

AUSTRALIA

Email: [international@the Institute.edu.au](mailto:international@the Institute.edu.au)

#### 5.1.2 The information provided by the Student on the International Student Withdrawal and Application for Refund Form just include:

- the date of the claim (taken as the date the form was submitted);
- the Student's full name;
- the course in which the Student was enrolled;
- the basis for making the claim (Reason for Refund);
- the address to which the refund is to be forwarded;
- the Student's signature, and
- all documents relevant to the consideration of the claim.

#### 5.1.3 Refund applications will not be processed where the signature on the International Student Withdrawal & Application for Refund Form does not match the Student's signature as shown on other documents provided by the Student for admission to the Institute.

#### 5.1.4 Students in Australia at the time of applying for a refund may nominate an Australian Bank Account to have the refund paid into. Students who are overseas

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at the time of applying for a refund will need to nominate a postal address for the refund to be mailed to.

- 5.1.5 All debts to the Sunraysia Institute of TAFE must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.
- 5.1.6 Where a Student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with the Institute's Complaints Policy.
- 5.1.7 This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## 5.2 Payment of refunds

- 5.2.1 After receiving the completed International Student Withdrawal & Application for Refund Form from an International Student, ISU staff will assess eligibility for a refund against the International Student Fee Refund Policy. If the student is eligible for a refund, ISU staff will complete an Application for Refund form – available from financial services.
- 5.2.2 Students who will be overseas at the time of payment of the refund must nominate a postal address for the refund to be posted to via registered mail (In this case, students will receive a bank cheque for the refunded amount in their name). An additional A\$12.00 will be retained by the Institute for the postal costs of sending the cheque via registered mail.
- 5.2.3 Applications for refunds for Students must be authorised by the Senior Manager International and Higher Ed or his or her nominee.
- 5.2.4 The Institute will refund the amount within 4 weeks after receipt of the completed and signed International Student Withdrawal & Application for Refund Form together with appropriate supporting documents.
- 5.2.5 ISU staff will be responsible for reporting any changes about the students enrolment to DE/DIPP via PRISMS within 14 days of the change to enrolment status.
- 5.2.6 The date of the notification for application for refund is the date the completed and signed International Student Application for Refund Form is received by the Sunraysia Institute of TAFE.

## 5.3 Refund of Overseas Student Health Cover

- 5.3.1 This section applies only to students who have paid the Institute to purchase

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Overseas Student Health Cover on their behalf from the Institute's preferred OSHC provider.

- 5.3.2 Where a student has not arrived and has never resided in Australia, the Institute will claim the Overseas Student Health Cover (OSHC) refund from the health insurer on behalf of the student. The Institute will forward the OSHC refund to the student upon receiving the refund from the health insurer.
- 5.3.3 Where the student has arrived or resided in Australia, it will be the responsibility of the student to claim the OSHC from the health insurer.

## 6 Associated Documents

- International Student Fee Refund Policy

## 7 References

- National Code 2007
- Victorian Education and Training Act 1990 – Ministerial Directions (Fees & Charges)
- Higher Education Support Act 2003

## 8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.			
Title	Location	Responsible Officer	Minimum Retention Period
International Student Withdrawal & Application for Refund Form	ISU	Senior Manager International and Higher Education	7 years
Application for Refund Form	Financial Services	Senior Manager Business Improvement	7 years

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