



DURBAN INTERNATIONAL COLLEGE PTY. LTD.  
CRICOS Provider Number: 02915G

# Durban Refund

## POLICY & PROCEDURE GUIDELINE

<b>Governance</b>	NC- Standard 2.1 & 3, Clause 5.3 & Clause 7.3 of SRTO's, Schedule 6		
<b>Policy Reference No:</b>	DIC-008	<b>Version No:</b>	3.0
<b>Commencement Date:</b>	January 2008	<b>Review Date:</b>	March 2016
<b>Persons/Areas affected</b>	All staff		
<b>Purpose</b>	The Purpose of this policy and procedure is to outline DIC's approach to managing Student Refunds.		
<b>Definitions</b>	<p><b>ASQA</b> means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body</p> <p><b>Standards</b> means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework</p>		
<b>Policy</b>	<p>This policy/procedure supports '<b>Clause 5.3 &amp; Clause 7.3</b>' of the Standards for Registered Training Organisations 2015 which states:</p> <p><b>Under Clause 5.3</b> Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> <ul style="list-style-type: none"> <li>• all relevant fee information including: <ul style="list-style-type: none"> <li>○ fees that must be paid to the RTO, and</li> <li>○ payment terms and conditions including deposits and refunds</li> </ul> </li> <li>• the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies</li> <li>• the learner's right to obtain a refund for services not provided by the RTO in the event the: <ul style="list-style-type: none"> <li>○ arrangement is terminated early, or</li> <li>○ The RTO fails to provide the agreed services.</li> </ul> </li> </ul> <p><b>Under Clause 7.3</b> Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in <a href="#">Schedule 6</a>.</p> <p>This policy/procedure also supports '<b>Standard 2.1 of the 'National Code of Practice for Registration Authorities &amp; Providers of Education &amp; Training to Overseas Students 2007'</b>' which states:</p> <p><i>Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:</i></p> <p><i>(e) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.</i></p> <p>This policy/procedure also supports '<b>Standard 3</b>' of the '<b>National Code of Practice for Registration Authorities &amp; Providers of Education &amp; Training to Overseas Students 2007</b>' which states:</p>		

<b>Document Name:</b>	Durban Refund Policy & Procedure		<b>Created Date:</b>	January 2008
<b>Document No:</b>	DIC-008	<b>Version No:</b>	<b>V 3.0</b>	<b>Last Modified Date:</b> March 2015
© Durban International College Pty Ltd			<b>Page Sequence:</b>	Page 1 of 5

<p><b>Policy</b></p>	<p><i>‘Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.’</i></p> <p>The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Student Administrations department and the following procedures followed in assessing the application.</p> <p>Refund information is outlined on the DIC Enrolment Agreement and in the Student Handbook. This information is provided to DIC prospective students prior to enrolment.</p> <p>All ‘refunds’ are to be signed off by the CEO and applications processed within 7 days of the application being placed. Please note the below refund policy is in relation to <b>‘Tuition Fees’</b> and should not be confused with <b>‘application fees’</b> which is A\$250.00 and is not refundable in any scenario.</p> <p>The outcome of the refund assessment will be provided in writing to the student’s registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.</p>
<p><b>Procedure</b></p>	<ul style="list-style-type: none"> <li>• All refund information is made available to students through the enrolment process and is included in the <b>‘Enrolment Agreement’</b> which the student signs prior to acceptance into a course of study at DIC and any monies accepted from a student.</li> <li>• <b>Refunds due to non delivery of course by DIC</b></li> </ul> <p>Please note that Government Legislation requires tuition fees to be refunded in full if:</p> <ul style="list-style-type: none"> <li>- The course does not start of the agreed starting date which is notified in the Offer Letter</li> <li>- The course stops being provided after it starts and before it is completed</li> <li>- The course is not provided fully to the student because the college has a sanction imposed by a government regulator.</li> <li>- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act and the ESOS Regulations.</li> </ul> <p><b>*Please Note: Refunds under above conditions will be paid in full to the student within 14 days.</b></p> <p>The College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.</p> <ul style="list-style-type: none"> <li>• <b>Refunds based upon student application</b></li> </ul> <p>All applications for refund must be made in writing by way of the <b>‘Application for Refund’</b> form and submitted to the Student Administration.</p> <p><b>Please note: where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.</b></p>

Document Name:	Durban Refund Policy & Procedure	Created Date:	January 2008
Document No:	DIC-008	Version No:	V 3.0
© Durban International College Pty Ltd		Last Modified Date:	March 2015
		Page Sequence:	Page 2 of 5

<b>Procedure</b>	<ul style="list-style-type: none"> <li>- Applications for refunds are to be processed by the Student Administration within 7 days from the date of application.</li> <li>- The assessment of refund applications shall be granted as indicated below:</li> </ul>
------------------	--

Application Fee	Non-refundable
<b>Tuition Fees</b>	
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	Full refund*
Withdrawal at least 4 weeks prior to agreed start date	75% refund*
Withdrawal less than 4 weeks prior to agreed start date	No refund (This may be reviewed by the CEO in extenuating circumstances)
Withdrawal after the agreed start date	No refund (This may be reviewed by the CEO in extenuating circumstances)
Visa cancelled due to actions of the student	No refund
Course withdrawn by College	Full refund
The College is unable to provide the course for which the original offer was made	Full refund
Visa extension is refused	Return of unused tuition fees*
Visa refused provision of false or misleading information	No refund
Withdrawal from study - current students	Refund of unused tuition fees (of the following term/s)* <i>(Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration*)</i>
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider

**\*Please note** Refunds granted in these circumstances are only dealing with fees paid to Durban International and not education agents or other related expenses to other parties.

<b>Procedure</b>	<ul style="list-style-type: none"> <li>- <b><i>Appealing Refund decisions</i></b></li> <li>- Refer to the Student Complaints &amp; Appeals Procedure from the DIC Student Administrations department if you wish to appeal the Refund Policy.</li> <li>- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia’s consumer protection laws.</li> <li>- The College’s dispute resolution processes do not remove the student’s right to pursue other legal remedies where they feel necessary.</li> </ul>
------------------	---

	<ul style="list-style-type: none"><li>• <b>Further information</b><ul style="list-style-type: none"><li>- DIC reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding.</li><li>- The College will refund any monies due to the student, to the student's education agent (where applicable).</li></ul></li></ul> <p><b><i>*Please note where the student withdraws from the course without notification or breaches their Visa conditions no refund is payable.</i></b></p>
--	--

**Approval Authority:**

**Chief Executive Officer**

Document Name:	Durban Refund Policy & Procedure	Created Date:	January 2008
Document No:	DIC-008	Version No:	V 3.0
© Durban International College Pty Ltd		Last Modified Date:	March 2015
		Page Sequence:	Page 4 of 5

SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April - 2008	Version 1.1 - Partial Revision
July – 2009	Version 1.2 - Partial Revision
July- 2010	Version 1.3 - Partial Revision
Jan- 2011	Version 1.4 - Partial Revision
July – 2011	Version 1.5 - Partial Revision
August - 2012	Version 2.0 - Full Revision ( NVR Standards 2011)
March-2013	Version 2.1-Partial Revision(NVR Standards 2012)
Jan- 2015	Version 2.2- Partial Revision
March-2015	Version 3.0-Full Revision