



REFUND POLICY

1. Applicable Standards

National Code of Practice for Providers of Education and Training to Overseas Students 2018; Clause: 3.3.4 – 3.3.5 & 3.4

2. Overview

This Policy sits within the Enrolment Phase of the Student Journey.

3. Purpose

The purpose of this policy is to provide guidelines for granting refunds including any tuition and non-tuition fees.

4. Definitions

In this Policy, these terms have the same meaning as defined in the Education Services for Overseas Students Act 2000.

Accepted student means an AMA College student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and
- (b) who is, or will be, required to hold a student visa to undertake or continue the course.

Intending overseas student means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student.

Overseas student means a person (whether within or outside Australia) who holds a student visa, but does not include students of a kind prescribed in the regulations.

In this Policy, these terms have the same meaning as defined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Confirmation of Enrolment means a document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

Provider Registration and International Student Management System means the system used to process information given to the Secretary of the Department of Education and Training by registered providers.



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5. Policy

5.1 AMA College will, when entering into a written agreement with an overseas student or intending overseas student, include in the written agreement the following information, which is to be consistent with the requirements of the Education Services for Overseas Students Act 2000, in relation to refunds of tuition fees and non-tuition fees in the case of the default of AMA College or the student;

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of AMA College,
- processes for claiming a refund,
- the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the Education Services for Overseas Students Act 2000
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Protection Service, and
- a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

5.2 In addition to all requirements in the Education Services for Overseas Students Act 2000, the written agreement must, in plain English:

- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the Education Services for Overseas Students Act 2000, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences),
- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.

AMA College will pay any refunds due, within the period (the **provider obligation period**) of 4 weeks after receiving a written claim from the student.



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6. Policy Links

This Policy should be read in conjunction with the following AMA College Policies:

- 1.01 Marketing, Advertising and National Logo Usage Policy
- 2.01 Enrolment Policy
- 2.03 Overseas Student Transfer Policy
- 3.04 Complaints and Appeals Procedure
- 4.01 Modes of Delivery Policy
- 6.04 Tuition Protection Service Policy

7. Policy Documents

- 2.05 Refund Procedure

8. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this Policy. The General Manager Vocational Education and Training is responsible for the implementation of this Policy, and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document. This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed in the section below.

Date of Issue and Revision	Description of Amendment	Reviewed (Quality Manager)	Authorised (General Manager)
July 2018	Initial Registration	Peigi Hinton	Jan Norberger