

Refund Policy

POLICY PURPOSE

The purpose of this policy is to ensure that:

- all UTS Insearch Staff are aware of the rights and obligations of UTS Insearch students with regard to refunds of payments made to UTS Insearch, and the circumstances in which they are eligible for a full or partial refund.
- students know their rights in relation to refunds.
- Refunds are processed in a way that minimises the risk of money laundering.

SCOPE

The policy applies to all students admitted to UTS Insearch English courses, Diploma courses and to UTS Foundation Studies programs offered in Australia. Third Party Providers of student accommodation, transport and welfare services are bound by this Policy.

DEFINITIONS are set out at the end of this policy.

POLICY PRINCIPLES

Principle	Responsible
<p>International students</p> <p>1. The international student processing fee of A\$250 will be refunded only if:</p> <ul style="list-style-type: none"> a) UTS Insearch cancels the program for which the student is admitted; b) There are compassionate or compelling circumstances. 	All Staff

Principle	Responsible
<p>2. 100% tuition fees will be refunded in the following circumstances:</p> <ul style="list-style-type: none"> a) UTS Insearch cancels the program for which the student is admitted; or b) The student is refused a visa for study, provided that original documents evidencing the refusal include an original letter from the Australian Embassy, High Commission or Immigration Office; (please note that where a visa renewal is rejected due to breaches in visa conditions this rule does not apply); or c) The student fails to meet UTS Insearch's academic entry requirements d) The student's admission is rejected e.g. due to failure to be granted a release, failing to satisfy GTE requirements, providing fraudulent documentation. 	All Staff
<p>3. 80% of tuition fees will be refunded if UTS Insearch receives written notice of cancellation of enrolment from the student at least 28 days prior to the course commencement date for which the student is admitted.</p>	Student/Staff
<p>4. 50% of tuition fees will be refunded if UTS Insearch receives written notice of the cancellation of enrolment from the student less than 28 days before the course commencement date for which the student is admitted.</p>	Student/Staff
<p>5. No tuition fees will be refunded if the student cancels their enrolment on or after the course commencement date except in compassionate or compelling circumstances. Documentary evidence must be supplied in these situations and any refund amount will be determined at the discretion of the Chief Operating Officer (COO) or the Registrar. Late arrival in Australia does not classify as compassionate or compelling circumstances.</p>	Student/Staff
<p>6. If a student defers their course after payment of tuition, the course commencement date is the first day of orientation of the course in which the student was originally admitted.</p>	Student/Staff

Principle	Responsible
<p>6. Refunds will be calculated pro-rata for students already at UTS Insearch in the following conditions:</p> <p>a) The student has been excluded from UTS Insearch and reported to the Department of Home Affairs for breach of their visa conditions (intention to report process) due to unsatisfactory attendance or performance (Note: the student will not be excluded or reported until any internal or external appeals against the decision to report have been resolved.)</p> <p>b) When compassionate or compelling circumstances have been accepted by the COO or the Registrar.</p>	All Staff
<p>7. Students who are reported for non-payment of fees are eligible for refund of any fees remaining in credit after deduction of any unpaid fees e.g. FTE TPS second instalment fees.</p>	All Staff
<p>8. In instances where a student completes their ELT course earlier than anticipated (by meeting the English entry requirements of the following academic course) they can use any remaining credit for further studies at UTS Insearch. If the student chooses not to do so, they will be given a 100% refund of fees paid for any full term(s) of study they have not undertaken. Refunds will not be given for partially completed terms. The student will be made aware of the potential impact on their student visa status when altering their study duration.</p>	Student/Staff
<p>Domestic students</p>	
<p>Academic</p> <p>9. If UTS Insearch receives written notice of the student's withdrawal from the course on or before the census date, 100% of tuition fees will be refunded.</p>	Student/Staff
<p>10. After the UTS Insearch census date, no tuition fees will be refunded, except in compassionate or compelling circumstances. Documentary evidence must be supplied in these situations and any refund amount will be determined at the discretion of the Chief Operating Officer or the Registrar and any refund amount will be calculated as per the conditions for this policy.</p>	Student/Staff

Principle	Responsible
<p>English students</p> <p>11. Domestic students undertaking English courses are subject to the refund conditions as listed for international students.</p>	Student/Staff
<p>CELTA students (Certificate in English Language Teaching to Adults)</p> <p>12. Deposits and fees are not transferable or refundable, unless UTS Insearch cancels the course.</p>	Student/Staff
<p>Homestay Fees and Airport Welcome service collected by UTS Insearch</p> <p>13. Airport Welcome Service</p> <p>The Airport Welcome fee will only be refunded when</p> <ul style="list-style-type: none"> a) UTS Insearch is unable to provide accommodation or Airport Welcome services or b) a request to cancel Airport Welcome is received 24 hours or more before the service is to be offered. 	Student/Staff
<p>14. Homestay fees collected by UTS Insearch for the 'initial period'. Full Homestay fees (Homestay Booking fee and homestay fees) will be refunded in the following circumstances:</p> <ul style="list-style-type: none"> a) UTS Insearch is unable to provide accommodation; b) UTS Insearch cancels the program for which the student is admitted and Homestay is no longer required; c) The Homestay family has violated the terms and conditions of their Homestay Provision agreement and a suitable replacement family cannot be found; d) A student lodges a serious grievance about their Homestay accommodation and it is found to have merit; e) In instances where accommodation arrangements have not been made f) The student is refused a visa for study, provided that original documents evidencing the refusal include an original letter from the Australian Embassy, High Commission or Immigration Office is received from the student to cancel those requested services <p>NB: Fees paid after the initial period are covered by the Third Party Homestay Provider refund policy</p>	Student/Staff

Principle	Responsible
<p>15. Homestay fees, but not the Homestay booking fee, will be refunded in the following circumstances:</p> <ul style="list-style-type: none"> a) a written request to cancel homestay is received 28 days or more before the service is to be offered. b) If the student pays for more than the initial 5-week homestay fee and gives 2 weeks written notice of departure prior to completing that initial 5-week homestay, any fees in excess of the initial 5 weeks will be refunded in full. <p>NOTE: Following the 'initial period' Homestay Provider rates and Homestay Provider refund policy applies.</p>	Student/Staff
<p>16. Special Diet Surcharge collected by UTS Insearch for the 'initial period'</p> <p>A full refund of the Special Diet Surcharge will be made if UTS Insearch receives written notice of the cancellation of this request 48 hours or more before the student's arrival.</p> <p>Where less than 48 hours' notice is given the student will be refunded the amount paid minus the first two weeks which will be forfeited.</p> <p>NOTE: Following the 'initial period', Special Diet Surcharges are collected directly by the Homestay Provider and their individual refund policy applies.</p>	Student/Staff
<p>17. For Special Host arrangements the Homestay Booking fee will be refunded only if UTS Insearch is notified of a cancellation in writing before the Special Host assessment has been undertaken. In these cases UTS Insearch will direct the Homestay Provider to refund the collected monies to the student.</p>	Student/Staff
<p>OSHC (Overseas Student Health Cover)</p> <p>18. 100% of the fees will be refundable if the student did not arrive in Australia or is planning not to arrive.</p>	Student/Staff

Principle	Responsible
<p>Special Circumstances</p> <p>19. Students on foreign government scholarships must have written approval from their Embassy or Cultural Mission, for a refund to be considered. All fees held in credit will be refunded to their scholarship managers.</p>	COO/Registrar
<p>20. A refund form can be completed by the student's Scholarship Manager.</p>	COO/Registrar
<p>UTS Insearch obligations</p> <p>21. An Application for Refund of Fees form must be submitted for all refund requests along with any other supporting documents if applicable.</p>	Student
<p>22. All refund requests must be authorised according to the Delegated Financial Authority Policy.</p>	SCTL/SSCR-TL/ COO/Registrar
<p>23. All approved refunds will be paid within four weeks of receiving the written claim, including all required documentation and information, from the student, unless the refund is due to UTS Insearch cancelling the program for which the student was admitted. In this instance, UTS Insearch will pay the refund within two weeks of the course commencement date.</p>	All Staff
<p>24. Tuition Protection Service (TPS) legislation requires that UTS Insearch only accepts 50% of the ELT fee where the duration of the ELT course is greater than 24 weeks or 50% of the total course fee (for some accelerated diploma courses) unless the students requests in writing to be allowed to make an additional payment. Any payment by international students in excess of 50% of the course fee requested is refunded to the student.</p>	All Staff
<p>25. Any outstanding debt will be deducted from any remaining credit before any refund is processed.</p>	All Staff

Principle	Responsible
<p>26. UTS Insearch will process refund transactions as follows:</p> <ul style="list-style-type: none"> a) <u>For FEE-HELP domestic students</u>, refunds will be remitted to the DE. b) <u>For domestic students</u> refunds in the form of a cheque will be made to the student (unless the student authorises in writing payment of the refund to another person), and are to be collected from the Student Centre. c) For <u>international students</u> who completed their ELICOS course earlier than anticipated and are enrolled in further studies at UTS Insearch, the balance amount on their account will be credited towards the student's future tuition costs. d) For <u>international students</u> transferring to another institution, any refunds will be made payable to the student (unless the student authorises in writing payment of the refund to another person). For <u>international students</u> who have returned to their country of origin, or have made a refund request from overseas, refunds will be made in the form of a telegraphic transfer to the student's account in their country of origin. e) For <u>students on foreign government scholarships</u>, refunds will be made according to written advice received by the Embassy or Cultural Mission of their country. 	SCTL/SSCR-TL/AO
<p>27. Staff calculating refunds may refer to the Refund Reference Guide (internal document).</p>	SCTL/SSCR-TL/AO
<p>28. Students must be informed of refund application outcomes in writing and where a refund has been granted the student must be given a written statement explaining how the refund amount was calculated. For scholarship students, the Scholarship Manager is informed e.g. SACM.</p>	SCTL
<p>29. Where a refund has not been granted, reasons for this must be stated in writing.</p>	SCTL
<p>30. Money laundering involves processing criminal profits to disguise their illegal origin. People who finance terrorism use similar processes to channel funds to violent causes and to disguise who is providing the money. To minimise the risk of money laundering, as a general rule UTS Insearch prefers to pay refunds to students or to the same person who originally paid fees to UTS Insearch. The exceptions to this general rule are set out in student offer letters.</p>	SCTL/SSCR-TL

Principle	Responsible
31. When collecting a cheque, students must present adequate photo identification or, if collected by someone else, they must hold a letter from the student authorising them do so.	Student
32. Any unclaimed cheques will be followed up by email, SMS and phone (if required) to advise that the refund is ready.	Cashier
33. Unclaimed cheques must be returned to Finance 6 months after being issued.	Cashier

DEFINITIONS

AO	Accounts Officer
Admitted Student	A student is admitted as soon as the signed acceptance form is received and tuition fees are paid (or a scholarship/Financial Guarantee is received), or a student has applied for and been accepted as a FEE-HELP student. For international students, a CoE is generated (except for those not holding or not intending to apply for a student visa)
Affiliates	Insearch Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS Insearch to perform work or functions for UTS Insearch.
Census Date	The particular date each semester by which FEE-HELP students must withdraw to avoid incurring a FEE-HELP debt.
Channel Partner (CP)	An organisation involved in a contractual relationship with UTS Insearch in recruiting students to study at UTS Insearch. Otherwise referred to as an Agent or Partner.
Compassionate and Compelling circumstances	Compassionate or compelling circumstances are: <ol style="list-style-type: none"> 1. outside of your control 2. impact on your ability to study, and 3. are documented by evidence.

Course Commencement Date	The day on which the course was scheduled to start, as advertised by the provider
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
Dates	The dates mentioned in this policy, should be interpreted as Calendar dates
Domestic students	Australian Citizens, Australian Permanent Residents and New Zealand Citizens
DE	Department of Education
ELT	English Language Teaching (English programs registered on CRICOS)
FTE	Full time English
Initial Period	Means the first five-week period of accommodation after a student arrives in Australia to commence their studies
International students	Students other than domestic students
Scholarship Manager	External bodies such as Foreign embassies and Cultural Missions e.g. SACM
SCTL	Student Centre Team Leader
Special Diet Surcharge	The fee payable by students requiring hosts to provide special meals
SSCR-TL	Student Sponsorship Compliance and Reporting Team Leader
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS Insearch.
Third Party Homestay Provider	Third party provider approved by UTS Insearch to provide Homestay accommodation and related support services. This includes Special Homestay Host arrangements
TPS	Tuition Protection Service
UTS Insearch	Insearch Limited, its representative offices and its controlled entities.

SUPPORTING DOCUMENTS

- Refund Procedure
- Student Complaints and Appeals Procedure
- Offer Letter Terms and Conditions
- International Student Transfer Request Assessment Policy
- Application for Refund of Fees Form
- Homestay Accommodation Terms and Conditions
- Refund Reference Guide (internal document only)
- Delegated Financial Authority Policy
- Homestay Policy and Procedure
- Student Residential Accommodation and Welfare Policy and Procedure

Related Legislation:

- Higher Education Support Act 2003 (HESA for Domestic students)
- Education Services for Overseas Students Act 2000 (ESOS for International students)
- The National Code 2018

ADMIN USE ONLY

APPROVAL		
Signature:		
Position title:		
Managing Director		Date: 01/11/2019
Policy Title	Refund Policy	
Senior Leader	Chief Operations Officer	
Manager	Registrar	
Policy ID	PO/OPS/05/19	
Effective Date	25/10/2019	
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