

REFUND POLICY

Policy Statement

The purpose of this policy is to ensure that

- all INSEARCH Limited staff are aware of the rights and obligations of INSEARCH students in regards to refunds of payments made to INSEARCH, and the circumstances in which they are eligible for a full or partial refund.
- students know their rights in relation to refunds.

SCOPE

The policy applies to all students admitted to INSEARCH English courses, Diploma courses and to UTS Foundations Studies programs.

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
Channel Partner (CP) (Agent)	An organisation involved in a contractual relationship with INSEARCH in recruiting students to study at INSEARCH.
Course Commencement Date	The day on which the course was scheduled to start, as advertised by the provider
INSEARCH Census Date	The particular date determined by INSEARCH to be the census date for each unit that it proposes to provide during a semester ascertained, in accordance with the Administration Guidelines .
COO	Chief Operating Officer
Dates	The dates mentioned in this policy, should be interpreted as Calendar dates
Domestic students	Australian Citizens, Australian Permanent Residents and New Zealand Citizens
DIBP	Department of Immigration and Border Protection
DE	Department of Education (Formerly DEEWR)
ELICOS	English Language Intensive Courses for Overseas Students
Scholarship Manager	External bodies such as Foreign embassies and Cultural Missions eg SACM
SCTL	Student Centre Team Leader
SSCR-TL	Student Sponsorship Compliance and Reporting Team Leader

POLICY PRINCIPLES

Principles	Responsible
<p>Overseas 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) INSEARCH cancels the program for which the student is admitted b) the student does not meet admission requirements, e.g. payment is made before course application is assessed. c) payment has already been made but for some reason we choose not to accept the student e.g. failure to provide release letter 	All Staff
<p>2. 100% tuition fees will be refunded in the following circumstances:</p> <ul style="list-style-type: none"> a) 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 INSEARCH's academic entry requirements d) The student's admission is rejected as in 1.b and 1.c above 	All Staff
<p>3. 80% of tuition fees will be refunded if 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 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 or the Registrar. Late arrival in Australia does not classify as compassionate or compelling circumstances.</p>	Student/Staff
<p>6. Refunds will be calculated pro-rata for students already at INSEARCH in the following conditions:</p> <ul style="list-style-type: none"> a) The student has been excluded from INSEARCH and reported to DIBP for breach of their visa conditions (Intention to report procedure) 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.) b) When compassionate or compelling circumstances have been accepted by the COO or the Registrar. <p>7. Students who are reported for non-payment of fees are eligible for refund of any fees remaining in credit minus any unpaid fees e.g. FTE TPS second instalment fees.</p>	All Staff
<p>8. If a student is transferring from INSEARCH to another provider (and if applicable, INSEARCH has granted the student a release letter according to the International Student Transfer Request Assessment policy), the approval of the refund will be determined as per the conditions for this policy.</p>	COO/Registrar

Principles	Responsible
<p>9. In instances where a student completes their ELICOS 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 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 altering their study duration may have on their visa status.</p>	Student/Staff
Domestic Students	
<p>Academic</p> <p>10. If 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>11. After 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
<p>English</p> <p>12. Domestic students undertaking English courses are subject to the refund conditions as listed for overseas students.</p>	Student/Staff
<p>Part time English (PTE) Students</p> <p>13. Fees are not transferable or refundable, unless INSEARCH cancels the course.</p>	Student/Staff
<p>CELTA students (Certificate in English Language Teaching to Adults)</p> <p>14. Deposits and fees are not transferable or refundable, unless INSEARCH cancels the course.</p>	Student/Staff
<p>Homestay – Airport welcome service</p> <p>15. The accommodation booking fee and airport pickup fee will only be refunded when</p> <ul style="list-style-type: none"> a) INSEARCH is unable to provide Homestay or airport pick up or b) a request to cancel airport welcome and or homestay is received 28 days before service is to be offered or c) no homestay accommodation or airport pickup were arranged before a request is received from the student to cancel those services. 	Student/Staff
<p>16. Full Homestay fees will be refunded in the following circumstances:</p> <ul style="list-style-type: none"> a) INSEARCH is unable to provide Homestay accommodation; b) INSEARCH cancels the program for which the student is admitted and Homestay is not required; c) 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; or 	Student/Staff

Principles	Responsible
d) a request to cancel homestay is received 28 days before the service is to be offered e) no homestay accommodation was arranged before a request is received from the student to cancel those requested services. f) The Homestay family has violated the terms and conditions of their Homestay Provision agreement and a suitable replacement family cannot be found; g) A student lodges a serious grievance about their Homestay accommodation and it is found to have merit; h) If the student paid for more than 5 weeks and gives 2 weeks' written notice of departure to the Homestay family and the Student Accommodation Coordinator.	
OSHC (Overseas Student Health Cover) 17. 100% of the fees will be refundable if the student did not arrive in Australia or is planning not to arrive.	Student/Staff
Special Circumstances	
Counselled to withdraw 18. Students who are counselled to withdraw from an INSEARCH course are entitled to receive a 100% refund of the student's balance.	Student/Staff
Scholarships 19. Students on foreign government scholarships must have written approval from their Embassy or Cultural Mission, for a refund to be considered. Any refund amount will be determined at the discretion of the Chief Operating Officer or the Registrar and will be paid to the Embassy or Cultural Mission unless otherwise authorised. 20. A refund form can be completed by the student's Scholarship Manager.	COO/Registrar
INSEARCH obligations 21. An Application for Refund of Fees form must be submitted for all refund requests.	Student
22. All refund requests must be authorised according to the amounts. Please visit the Delegated Financial Authority for more details.	SCTL/SSCR-TL/ COO/Registrar
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 INSEARCH cancelling the program for which the student was admitted. In this instance, INSEARCH will pay the refund within two weeks of the course commencement date.	All Staff
24. Amendment to the Education Services for Overseas Students ACT 2000 commencing 1 July 2012 (TPS) requires that INSEARCH only accepts 50% of the ELICOS fee where the duration of the ELICOS course is greater than 24 weeks or 50% of the total course fee (for accelerated diploma courses). Any payment by international students in excess of 50% of the course fee requested is refunded to the student.	All Staff

Principles	Responsible
25. In the first instance, refunds will be credited against any outstanding INSEARCH fees.	All Staff
<p>26. INSEARCH will process refund transactions as follows:</p> <p>a) For <u>FEE-HELP domestic students</u>, refunds will be remitted to DE.</p> <p>b) For <u>domestic students</u> refunds will be made to the student in the form of a cheque, to be collected from the Student Centre.</p> <p>c) For <u>international students</u> who completed their ELICOS course earlier than anticipated and are enrolled in further studies at INSEARCH, the balance amount on their account will be credited towards the student's future tuition costs.</p> <p>d) For <u>international students</u> transferring to another institution, any refunds will be made payable to the student. 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.</p> <p>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.</p> <p>30. Staff calculating refunds may refer to the Addition to Refund Guidelines (internal document).</p>	SCTL/SSCR-TL/AO
<p>31. 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> <p>32. Where a refund has not been granted reasons for this must be stated in writing.</p>	SCTL
33. When collecting a cheque, students must present adequate Photo ID or, if collected by someone else, they must hold a letter from the student authorising them do so.	Student
<p>34. Any unclaimed cheques will be followed up by email, sms and phone (if required) to advise that the refund is ready.</p> <p>35. Unclaimed cheques must be returned to Finance 6 months after being issued.</p>	Cashier

SUPPORTING DOCUMENTS

- Refund Procedure
- Student Complaint Procedure
- Offer Letter Conditions
- International Student Transfer Request Assessment Policy
- Application for Refund of Fees Form
- INSEARCH Homestay Accommodation Terms and Conditions
- Addition to Refund Guidelines (internal document only)
- Delegated Financial Authority Policy

Related Legislation:

- Higher Education Support Act 2003 (HESA for Domestic students)
- Education Services for Overseas Students Act (ESOS for International students)
- The National Code 2007

APPROVAL	
Signature:	
Name:	Alex Murphy, Managing Director Date: 13 Jan 2016
Policy Title	Refund Policy
Policy Owner:	Chief Operating Officer
Policy ID	PO/OPS/01/16
Effective Date:	January 2016