

### 1.0 PURPOSE

- 1.1** This purpose of this policy and procedure is to explain the conditions under which Quality Training & Hospitality College (QTHC) may apply a refund or a cancellation fee to international students in compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the requirements of Standard 3 of the National Code. This policy does not remove the right to take further action under Australia's consumer protection laws.

QTHC is committed to providing a clear, easy to understand, fair and transparent refund and cancellation process to international students and potential international students. QTHC shall treat all applications for cancellation or refund in confidence.

### 2.0 SCOPE

- 2.1** This policy applies to all international students who are enrolling in a CRICOS registered course at QTHC after the policy authorisation date.
- 2.2** If the student is continuing study, the refund & cancellation fee policy included in the signed Acceptance of enrolment agreement will be honored and this refund & cancellation fee policy will not be applicable.
- 2.3** This policy is applied by all relevant administrative, support and management staff members

### 3.0 POLICY

- 3.1** Details concerning the scope of QTHC's Refund & cancellation fee policy are to be clearly outlined to prospective students prior to the formalisation of enrolment. This is outlined through the Student Pre-Enrolment Handbook, Application for Enrolment, QTHC website, Letter of Offer and Acceptance of enrolment Agreement.
- 3.2** No request for refund will be considered unless the student has completed and submitted QTHC's Refund Request Form, available online at [www.qthc.edu.au](http://www.qthc.edu.au) or from headoffice.
- 3.3** A student may lodge an appeal against any refund decision reached by QTHC in accordance with QTHC's Complaints and Appeals Policy. A student making an appeal also has the right to pursue other legal remedies.
- 3.4** On receipt of the Refund Request Form, the International Student Support Officer (ISSO) will notify the student of the decision within five (5) business days

### 4.0 REFUND PROCEDURE

- 4.1** A student requesting a refund should complete QTHC's Refund Request form, available online at [www.qthc.edu.au](http://www.qthc.edu.au) or from headoffice.
- 4.2** The student should send the completed Refund Request Form to the ISSO. Any document supporting the application should be attached to the Refund Request Form. Incomplete forms will not be accepted.
- 4.3** The ISSO will notify the student of the decision within five (5) business days of receiving the request and send this notification to the email address specified on the submitted Refund Request Form.
- 4.4** If the refund is not approved, the ISSO will notify the student of the decision and state that the student has the right to appeal the decision in accordance with QTHC's Complaints and Appeals Policy. This notification will be sent to the email address specified on the submitted Refund Request Form.
- 4.5** If the refund is approved, the ISSO will notify QTHC Finance Department. Approved refunds will be submitted for payment within ten (10) business days of the refund being approved. Refunds will be processed to the nominated bank account advised on the Refund Request Form. Refunds will be processed in Australian dollars.
- 4.6** QTHC will not be responsible for bank delays in processing any transfers and a student applying for a refund should be aware that international transfers may not be received for 7-10 days after QTHC has made the transfer.

<b>Document:</b> NovaCore CMS\CRICOS\Policy\Refund & Cancellation Fee Policy - International Students	<b>Approved By:</b> RTOADM	<b>Next Review Date:</b> 30-10-2019
<b>Version:</b> 1.9	<b>Approved Date:</b> 30-04-2019	<b>Page 1 of 3</b>

### 5.0 CANCELLATION FEE PROCEDURE

5.1 Students cancelling their course must refer to QTHC's Deferral, Suspension & Cancellation Policy, and follow the processes outlined.

5.2 Cancellation fees may apply depending on the circumstances as outlined in the Refund and Cancellation Fee table following.

#### REFUND & CANCELLATION FEE TABLE:

Action	Refund paid by QTHC
A student is accepted by QTHC to commence study and is not granted a student visa and is unable to commence the course on another eligible visa	All tuition fees and material fees refunded in full ( <i>documentation with proof of refusal required</i> )
A student is accepted by QTHC to commence study and is not granted a student visa or visa renewal after course commencement (while studying on another eligible visa)	Tuition fees refunded on a pro-rata basis for undelivered portion of study period ( <i>documentation with proof of refusal required</i> )
A student does not meet the minimum entry requirements, or the conditions set out in the Letter of Offer and cancels enrolment	Tuition fees and material fees refunded in full less a \$500 administration fee
A student is accepted by QTHC, but cancels 12 weeks or more prior to the commencement of the course	Tuition fees and material fees refunded in full
A student is accepted by QTHC, but cancels between 9-11 weeks prior to the commencement of the course*	Tuition fees and material fees refunded in full less a \$500 administration fee
A student is accepted by QTHC, but cancels between 5-8 weeks prior to the commencement of the course*	Material fees + 50% of the first semester's tuition fee refunded less a \$500 administration fee
A student is accepted by QTHC, but cancels 4 weeks or less prior to the commencement of the course*	Material fees + 25% of the first semester's tuition fee refunded less a \$500 administration fee
A student cancels enrolment after course commencement more than 4 weeks before the subsequent semester commencement date*	No refund applies and an additional charge of \$500 administration fee
A student cancels enrolment after course commencement less than 4 weeks before the subsequent semester commencement date*	75% of the subsequent semester's tuition fee less \$500 administration fee
Course deferred by student (Deferral means to delay the commencement of a course)	Tuition fee & material fee transferred to new study period as per new CoE. Any fee increase made by QTHC will apply to deferred enrolments
Course deferred by QTHC	Student has option of transferring tuition fees & material fee to new study period or tuition fees and material fees refunded in full
Course cancelled by QTHC prior to the commencement of the course	Tuition fees and material fees refunded in full
Course cancelled by QTHC after course commencement	Tuition fees refunded on a pro-rata basis for undelivered portion of study period
A student applies for refund, defers study, then reapplies for refund for following semester	New refund request will be processed using the timelines of the original refund application and not the new refund application

Action	Refund paid by QTHC
Student defers to later semester but then cancels enrolment	Maximum refund given in line with timing of deferral request prior to original commencement date. Normal refund & cancellation fee policy applies if cancellation timing is closer to new commencement date
QTHC cancels student enrolment due to breach of student visa conditions, visa cancellation, or failure to comply with conditions of enrolment and QTHC student related policies	No refund applies
If a student 'fast tracks' and completes their course in a shorter time than what is specified in the Letter of Offer	No refund. Please be aware DIBP will be notified of your early completion of studies
Student's change of visa status to after commencement of studies	No refund applies

**\* Unless exceptional or compelling circumstances can be demonstrated.**

*Further terms and conditions*

\* Please note that in all instances the Application Fee is **NON-REFUNDABLE**.

**\*This policy is based on the assumption that all fees are paid. If tuition fees are overdue or a payment plan has been authorised at the time of cancellation, student may be liable for fees not yet paid. QTHC reserves the right to take legal action to recover any unpaid fees.**

\*Please note QTHC remind you that this policy, 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.

<b>Document:</b> NovaCore CMS\CRICOS\PolicyRefund & Cancellation Fee Policy - International Students	<b>Approved By:</b> RTOADM	<b>Next Review Date:</b> 30-10-2019
<b>Version:</b> 1.9	<b>Approved Date:</b> 30-04-2019	<b>Page 3 of 3</b>