

1. PURPOSE

- 1.1 The purpose of this policy and procedure is to explain the conditions under which Quality College of Australia (QCA) 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.

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

2. SCOPE

- 2.1 This policy applies to all overseas students who are enrolling in a CRICOS registered course at QCA after the policy authorisation date.
- 2.2 If the student is continuing study, the refund & cancellation fee policy included in the signed Declaration and Acceptance of Enrolment will be honoured 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. POLICY

- 3.1 Details concerning the scope of QCA'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, QCA website, Letter of Offer and Declaration and Acceptance of Enrolment.
- 3.2 Prior to submitting a Refund Request Form, a student must follow the procedures in the Deferral, Suspension & Cancellation Policy.
- 3.3 No request for refund will be considered unless the student has completed and submitted QCA's Refund Request Form, available online at www.qca.edu.au or from head office.
- 3.4 A student may lodge an appeal against any refund decision reached by QCA in accordance with QCA's Complaints and Appeals Policy. A student making an appeal also has the right to pursue other legal remedies.
- 3.5 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. CANCELLATION FEE PROCEDURE

- 4.1 Students cancelling their course must refer to QCA's Deferral, Suspension & Cancellation Policy, and follow the processes outlined.
- 4.2 Cancellation fees may apply depending on the circumstances as outlined in the Refund and Cancellation Fee table following.

5. REFUND PROCEDURE

- 5.1 Once a cancellation request has been approved, a student requesting a refund must complete QCA's Refund Request Form, available online at www.qca.edu.au or from head office.

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- 5.2 The student must send the completed Refund Request Form to the ISSO. Any document supporting the application must be attached to the Refund Request Form. Incomplete forms will not be accepted.
- 5.3 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.
- 5.4 If the refund is not approved, the ISSO will notify the student and/or agent(s) of the decision and state that the student has the right to appeal the decision in accordance with QCA's Complaints and Appeals Policy. This notification will be sent to the email address specified on the submitted Refund Request Form.
- 5.5 If the refund is approved, the ISSO will notify QCA's 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 provided on the Refund Request Form. Refunds will be processed in Australian dollars.
- 5.6 QCA 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 QCA has made the transfer.

Refund and Cancellation Fee table:

Action		Refund paid by QCA	Fees owing by student
Prior to commencement of course			
1	A student is accepted by QCA 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>)	Not applicable
2	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 (<i>supporting documentation required</i>)	\$500 administration fee
3	A student is accepted by QCA, but cancels 56 calendar days or more prior to the commencement of the course	Tuition fees and material fees refunded in full	Not applicable
4	A student is accepted by QCA, but cancels less than 56 calendar days but more than 28 calendar days prior to the commencement of the course	Material fees + 50% of the first semester's tuition fee	50% of the first semester's tuition fee plus \$500 administration fee*
5	A student is accepted by QCA, but cancels less than 28 calendar days prior to the commencement of the course	Material fees + 25% of the first semester's tuition fee	75% of the first semester's tuition fee plus \$500 administration fee*
6	Course deferred by student (Deferral means to delay the commencement of a course, prior to commencing)	Not applicable	Tuition fee & material fee transferred to new study period as per new CoE. Any fee increase made by QCA will apply to deferred enrolments
7	Course deferred by QCA	Student has option of transferring tuition fees & material fees to new study period OR tuition fees and material fees refunded in full	
8	Course cancelled by QCA prior to the commencement of the course	Tuition fees and material fees refunded in full	Not applicable

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Action	Refund paid by QCA	Fees owing by student
On or after Commencement of Studies		
9	<p>Tuition fees refunded for undelivered portion of study (pro-rata basis) (<i>documentation with proof of refusal required</i>)</p> <p>Students who have not yet commenced onshore (face-to-face) study, will be refunded unused portion of material fees</p>	Fees for any studies completed (pro-rata basis)
10	No refund applies on current semester	Any outstanding tuition fees for any semester commenced plus \$500 administration fee*
11	<p>No refund applies on current semester.</p> <p>50% refund on next semester tuition fee (if already paid)</p>	50% of next semester tuition fee plus \$500 administration fee. This applies even if student has not yet received invoice for next semester*
12	No refund applies on current semester	100% of next semester tuition fee plus \$500 administration fee*
13	Tuition fees refunded for undelivered portion of study (pro-rata basis)	Fees for any studies completed (pro-rata basis)
14	Refund given in line with timing of initial suspension request. If cancellation timing is closer to new commencement date, refer to action point(s) 10-12	Refer to action point(s) 10-12
15	No refund applies	Any outstanding tuition fees for any semester commenced
16	No refund. Please be aware Department of Home Affairs will be notified of your early completion of studies	Any outstanding tuition fees for any semester commenced and/or completed
17	No refund applies	Any outstanding tuition fees for any semester commenced and refer to action point(s) 10-12
18	No refund applies	Fees as per original Letter of Offer

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

Further terms and conditions

- Date of cancellation will be determined from the date of receipt of the cancellation request.
- If a student is enrolled in 2 or more qualifications with QCA as a package, the commencement date is the start date of the first CoE.
- Please note that in all instances the Application Fee is **NON-REFUNDABLE**.
- Please note QCA reminds 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.

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