

### 1. PURPOSE

The purpose of this policy is to establish clear, fair and transparent requirements for managing tuition fees, non-tuition fees, cancellations and refunds for international students and intending international students enrolled or seeking to enrol in a CRICOS-registered course at Quality College of Australia (QCA).

QCA manages fees, cancellations and refunds in accordance with:

- The Education Services for Overseas Students Act 2000 (ESOS Act);
- The Education Services for Overseas Students Regulations 2019;
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code);
- The 2025 Standards for Registered Training Organisations;
- The Australian Consumer Law, where applicable;
- The student's letter of offer;
- The Tuition Protection Service (TPS) requirements; and
- Other applicable Commonwealth and state or territory legislation.

### 2. SCOPE

This policy applies to:

- International students and intending international students seeking to enrol in a CRICOS-registered course at QCA;
- Students who have entered into a written agreement with QCA;
- Tuition and non-tuition fees paid directly or indirectly by, or on behalf of, a student;
- Fees collected through an education agent on behalf of QCA; and
- QCA staff involved in enrolment, student administration, finance, compliance, cancellations and refunds.

This policy covers:

- Student-initiated cancellation or withdrawal;
- Student default;
- Student visa refusal;
- Student-initiated deferral;
- Cancellation following an approved deferral;
- Provider-initiated cancellation;
- Provider default;
- Cancellation before course commencement;
- Cancellation after course commencement;
- Refunds of tuition fees;
- Refunds or treatment of non-tuition fees;
- Cancellation and administration fees; and
- Complaints and appeals relating to refund decisions.

This policy must be read together with the student's letter of offer. Where the letter of offer contains student-specific fees, refund amounts or cancellation conditions, those terms apply to the student's enrolment, subject to the ESOS Act, National Code, Australian Consumer Law and other applicable law.

This policy should be read together with QCA's Fee Management Policy - International Students. The Fee Management Policy - International Students governs the ordinary invoicing, payment and management of fees, while this policy governs cancellation, student default, provider default and refund matters.

Nothing in this policy or the letter of offer limits a student's rights under the Australian Consumer Law or other applicable legislation.

### 3. DEFINITIONS

#### 3.1 Cancellation

The permanent termination of a student's enrolment with QCA.

#### 3.2 Course Money

Course money includes tuition fees and applicable non-tuition fees paid by or on behalf of an international student or intending international student in connection with the student's enrolment.

### 3.3 International Student

An overseas student within the meaning of the ESOS Act.

### 3.4 Intending International Student

A person who has sought to enrol, or has been offered enrolment, in a course for overseas students but has not yet commenced the course.

### 3.5 Student Default

A student default occurs in the circumstances defined by the ESOS Act, including circumstances where the student:

- Does not commence the course on the agreed starting day and has not previously withdrawn;
- Withdraws from the course;
- Fails to pay an amount they are liable to pay;
- Breaches a condition of their student visa; or
- Engages in misbehaviour that results in QCA refusing to provide or continue providing the course, subject to applicable legislative and procedural requirements.

### 3.6 Provider Default

A provider default occurs where QCA defaults in relation to an international student or intending international student and a course at a location, including where QCA fails to start or complete the course as required under the ESOS framework.

### 3.7 Tuition Fees

Fees received directly or indirectly from an international student, intending international student or another person paying on their behalf that are directly related to the provision of the course.

### 3.8 Non-Tuition Fees

Fees that are not tuition fees and may include applicable administration, material or other charges identified in the student's letter of offer.

### 3.9 Written Agreement (Letter of Offer)

The written agreement entered into between QCA and the international student or intending international student that has been signed or otherwise accepted by the student and that contains the information required by the ESOS Act and National Code.

### 3.10 Refund

A payment made by QCA to a student or another person specified in the letter of offer where the student is entitled to receive money under the applicable refund arrangements.

## 4. POLICY PRINCIPLES

QCA will:

- Provide clear, accurate and sufficient information about fees, cancellation and refund arrangements before formalising enrolment;
- Ensure required refund information is included in the student's letter of offer;
- Ensure the letter of offer identifies the actual fees, refund amounts and applicable cancellation conditions for the student's enrolment;
- Apply refund arrangements consistently and in accordance with the ESOS Act and National Code;
- Distinguish between student default and provider default;
- Ensure cancellation or administration fees are disclosed before enrolment and are not inconsistent with applicable legislation;
- Ensure students are not required to forfeit amounts that QCA is legally required to refund;
- Process valid refund claims within applicable statutory timeframes;
- Provide written refund decisions and reasons where appropriate;
- Provide access to QCA's complaints and appeals process;
- Maintain appropriate records of refund applications, decisions and payments; and

- Ensure staff responsible for processing refunds understand and apply current legislative requirements.

### 5. PRE-ENROLMENT INFORMATION

Before formalising an international student's enrolment, QCA will provide clear information about:

- The course and expected commencement date;
- Delivery location(s) and modes of study;
- Compulsory online, work-based or placement requirements, where applicable;
- Entry and English language requirements;
- Conditions of enrolment;
- Tuition fees and the periods to which those fees relate;
- Payment arrangements;
- Non-tuition fees that may apply;
- Fees that may apply for reassessment, deferral, late payment or other circumstances;
- Cancellation and refund arrangements;
- Student default and provider default;
- The process for requesting a refund;
- The person or persons who may receive a refund where someone other than the student is nominated;
- Arrangements that apply if QCA is unable to deliver the course, including TPS arrangements;
- QCA's internal and external complaints and appeals processes; and
- The student's rights under the Australian Consumer Law, where applicable.

This information may be communicated through the International Student Handbook, Letter of Offer, and other approved QCA information.

Links may be used to provide supplementary information. Mandatory information required to be included in the letter of offer will not be provided solely through a website link.

### 6. WRITTEN AGREEMENT (LETTER OF OFFER)

QCA will enter into a written agreement (letter of offer) with an international student or intending international student concurrently with or before accepting tuition or non-tuition fees.

The letter of offer will contain the information required by the ESOS Act and National Code, including:

- The course or courses;
- Expected commencement date;
- Delivery location(s);
- Modes of study;
- Compulsory online, work-based training or placement requirements, where applicable;
- Entry and English language prerequisites;
- Conditions of enrolment;
- All tuition fees payable;
- The periods to which tuition fees relate;
- Payment options;
- Non-tuition fees that may apply;
- Refund amounts and refund arrangements for student and provider default;
- The process for claiming a refund;
- The person or persons who may receive a refund where applicable;
- Provider-default and TPS arrangements
- QCA's internal and external complaints and appeals processes;
- Required privacy disclosure information;
- A statement that the student is responsible for keeping a copy of the letter of offer and receipts for payments; and
- The required Australian Consumer Law statement.

For students under 18 years of age, the letter of offer must be signed or otherwise accepted by the student's parent or legal guardian.

#### Required Australian Consumer Law statement

|                                                                             |                             |
|-----------------------------------------------------------------------------|-----------------------------|
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The following statement will be included in the letter of offer:

**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.**

The letter of offer will contain the actual refund information applicable to the student's enrolment. This refund policy provides further operational detail but must not be relied upon as a substitute for the mandatory refund information required in the letter of offer

## 7. PAYMENT OF TUITION FEES

QCA will comply with the ESOS Act requirements relating to the amount of tuition fees that may be received before an international student commences a course.

Unless an exception applies, QCA will not require or receive more than 50% of a student's total tuition fees before the student has commenced the course.

The 50% limitation does not apply where:

- The student or person responsible for paying the fees voluntarily chooses to pay more than 50% before commencement; or
- The course has a duration of 25 weeks or less.

QCA will manage prepaid fees in accordance with applicable fee protection requirements.

For students, QCA will also comply with the prepaid fee protection requirements applying to individual students and prospective students, including requirements relating to amounts exceeding the applicable threshold.

QCA will maintain appropriate controls to ensure prepaid fees are adequately protected where required. ASQA's 2025 Standards guidance specifically requires RTOs to have appropriate prepaid fee protection arrangements and ensure their refund policy reflects those arrangements.

## 8. STUDENT-INITIATED CANCELLATION AND WITHDRAWAL

An international student may request cancellation or withdrawal by submitting a written request to QCA using the approved Course Variation Form or another approved written process.

The request should include:

- Student's name and student number;
- Course;
- Requested cancellation date;
- Reason for cancellation, where relevant;
- Supporting evidence, where applicable; and
- Refund payment details, where a refund is requested.

QCA will assess the cancellation in accordance with:

- The student's letter of offer;
- This policy;
- The Deferral, Suspension and Cancellation Policy - International Students; and
- Applicable legislation.

Cancellation does not automatically result in a full refund.

Where cancellation constitutes student default, the refund will be determined in accordance with the letter of offer and applicable ESOS requirements.

QCA will advise the student that cancellation may affect their student visa and recommend that the student seek advice from the Department of Home Affairs.

## 9. STUDENT DEFAULT

Where a student defaults, QCA will determine the applicable refund in accordance with:

- The student's letter of offer;
- The ESOS Act;

- The National Code;
- This policy; and
- Other applicable legislation.

Examples of student default include:

- Failure to commence on the agreed starting day without previously withdrawing;
- Withdrawal from the course;
- Failure to pay an amount the student is liable to pay;
- Visa-related circumstances specified under the ESOS Act; and
- Misbehaviour resulting in QCA refusing to provide or continue providing the course, where the applicable requirements have been satisfied.

QCA will calculate the refund using the refund arrangements stated in the student's letter of offer.

Where the ESOS Act requires QCA to provide a refund, QCA will provide the refund within the applicable statutory timeframe.

The ESOS Act requires the letter of offer to set out the refund requirements applying where a student defaults.

## 10. STUDENT VISA REFUSAL

Where a student visa is refused, the student must provide QCA with evidence of the visa refusal where a refund is requested.

QCA will assess the refund in accordance with the student's letter of offer and applicable ESOS requirements.

Where the visa refusal directly or indirectly causes the student's default, the ESOS Act contains specific rules governing the refund.

Where the statutory student-default refund provisions do not apply because of a visa refusal, the applicable statutory refund calculation will be applied.

Under the current refund calculation instrument, where a student visa refusal causes the student not to commence the course, the statutory refund calculation is generally the course fees received less the lesser of 5% of those fees or \$500, subject to the circumstances specified in the legislation. Different calculations apply where the visa refusal causes withdrawal after commencement or failure to pay.

Where QCA's letter of offer provides a more favourable refund than the statutory minimum, QCA will apply the letter of offer provided this is lawful.

## 11. CANCELLATION FEES AND ADMINISTRATION FEES

A cancellation or administration fee may only be applied where:

- It has been clearly disclosed to the student before enrolment;
- It is included in the student's letter of offer or otherwise permitted by law;
- The amount is specified in the letter of offer;
- The fee is reasonable and proportionate to the circumstances;
- The fee does not result in QCA retaining an amount that must be refunded under the ESOS Act; and
- The fee is not inconsistent with the Australian Consumer Law or other applicable legislation.

QCA will not apply a cancellation or administration fee to an amount that QCA is legally required to refund because of provider default.

The cancellation or administration fee applicable to an individual student must be clearly identified in the student's letter of offer.

Late payment fees are managed under QCA's Fee Management Policy - International Students and are separate from cancellation or administration fees.

## 12. REFUND APPLICATION PROCESS

A student seeking a refund should:

1. Submit the required written cancellation or withdrawal request, where applicable;
2. Complete QCA's Refund Request Form;

3. Provide all required supporting documentation;
4. Provide accurate bank account details for the nominated refund recipient. Refunds will generally be paid to a bank account held in the student's name. Where a student requests a refund be paid to a third party, such as a family member, authorised representative or education agent, the student must provide a signed Third-Party Refund Release Letter authorising QCA to transfer the refund to the nominated third party's bank account. The release must clearly identify the student, the nominated refund recipient, the relevant bank account details and the student's authorisation for QCA to make the refund payment to that account. QCA may request identification or other supporting documentation to verify the nominated recipient and the student's authority to make the request; and
5. Provide any additional information reasonably required by QCA to determine the refund.

Refund applications should be submitted to the International Student Support Officer (ISSO) or other nominated QCA staff member.

QCA may request additional information where required to establish the student's refund entitlement.

QCA will not unreasonably delay consideration of a valid refund claim because additional information is required.

### 13. REFUND ASSESSMENT AND DECISION

QCA will assess each refund request against:

- The student's letter of offer;
- The date of cancellation or withdrawal;
- Whether the student has commenced the course;
- Whether the circumstances constitute student default or provider default;
- Tuition and non-tuition fees paid;
- Tuition or services already delivered;
- Any applicable cancellation or administration fee;
- Supporting evidence;
- The ESOS Act;
- The National Code;
- The Australian Consumer Law, where applicable; and
- Other relevant legislative or regulatory requirements.

QCA will document the refund calculation and decision.

The student will receive a written refund decision.

Where a refund is refused or only partially approved, QCA will provide:

- The decision;
- Reasons for the decision; and
- Information about the student's right to access QCA's complaints and appeals process.

### 14. REFUND AND CANCELLATION FEE SCHEDULE

The following framework applies subject to the specific refund terms contained in the student's letter of offer and any mandatory requirement of the ESOS Act, National Code, Australian Consumer Law or other applicable legislation.

| No | Circumstance                                                                                | Refund / Fee Treatment                                                                                                                              |
|----|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Student visa refused                                                                        | Refund will be calculated in accordance with the letter of offer and applicable ESOS requirements. Evidence of visa refusal is required.            |
| 2  | Student does not meet the conditions of the Letter of Offer and cancels before commencement | Refund will be calculated in accordance with the letter of offer. Any applicable fee must be disclosed in the letter of offer and permitted by law. |
| 3  | Student cancels 56 calendar days or more before commencement                                | Refund will be calculated in accordance with the letter of offer, including any disclosed and legally permissible cancellation fee.                 |

|    |                                                                                 |                                                                                                                                                                                                                                                             |
|----|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4  | Student cancels less than 56 but more than 28 calendar days before commencement | Refund will be calculated in accordance with the letter of offer, including any applicable cancellation fee.                                                                                                                                                |
| 5  | Student cancels less than 28 calendar days before commencement                  | Refund will be calculated in accordance with the letter of offer, including any applicable cancellation fee.                                                                                                                                                |
| 6  | Student requests deferral before commencement                                   | Where approved, fees may be transferred to the approved future study period in accordance with the letter of offer. Any deferral fee must be disclosed in the letter of offer and permitted by law.                                                         |
| 7  | Student requests cancellation following an approved deferral                    | Refund will be calculated using the refund terms applicable under the student's letter of offer and the circumstances existing at the time of cancellation.                                                                                                 |
| 8  | QCA defers commencement of the course                                           | QCA will provide information about the revised commencement arrangements. If the student does not wish to continue, QCA will assess the refund in accordance with the letter of offer and any applicable provider-default requirements.                     |
| 9  | QCA cancels or is unable to commence the course                                 | QCA will comply with its provider-default obligations, including offering an alternative course where applicable or providing the required refund. No cancellation or administration fee will be deducted from an amount QCA is legally required to refund. |
| 10 | Student withdraws after commencement                                            | Refund will be calculated in accordance with the letter of offer, tuition/services already delivered, applicable student-default provisions and mandatory statutory requirements.                                                                           |
| 11 | QCA cancels enrolment due to non-payment, visa breach or misbehaviour           | Refund will be calculated in accordance with the letter of offer and applicable ESOS requirements. Where the circumstances constitute student default, the student-default provisions apply.                                                                |
| 12 | Cancellation or withdrawal due to compassionate or compelling circumstances     | QCA will consider the circumstances and evidence on a case-by-case basis. Any refund or fee adjustment will be determined in accordance with the letter of offer, applicable QCA policies and legislation.                                                  |

#### Important Requirement

The table above provides QCA's operational framework. It does not replace the requirement for the student's letter of offer to state the actual amounts that may or may not be refunded and the applicable fees.

The letter of offer will therefore contain the student-specific refund schedule or calculation applicable to the student's enrolment.

#### 15. REFUND PAYMENT

Where a refund is approved, QCA will arrange payment to:

- The student; or
- Another person nominated by the student and authorised to receive the refund in accordance with this policy and applicable legislation.

Refunds will ordinarily be paid to a bank account held in the student's name. Where a student requests that the refund be paid to a bank account held in the name of another person, such as a family member, authorised representative or education agent, the student must provide a completed and signed Third-Party Refund Release Letter before QCA will make the payment.

The Third-Party Refund Release Letter must clearly:

- Identify the student and the nominated third-party refund recipient;
- State that the student expressly authorises QCA to pay the approved refund to the nominated third party;
- Provide the nominated recipient's bank account details;

- Confirm that the student accepts responsibility for directing the refund to the nominated third party; and
- Acknowledge that payment by QCA to the nominated account constitutes payment of the approved refund to the student.

QCA may request reasonable identification or other supporting documentation to verify the identity of the nominated third-party recipient and the student's authority to direct the refund to that account.

QCA will not pay a refund to a third-party bank account unless the required authorisation and supporting documentation have been provided and QCA is satisfied that the payment arrangement is appropriately authorised and permitted under applicable legislation.

Where the letter of offer or other written agreement identifies a person authorised to receive a refund on the student's behalf, QCA will consider that authorisation when processing the refund. Where the requested payment is to an account different from that previously authorised or disclosed, QCA may require the student to provide a Third-Party Refund Release Letter before payment is made.

QCA will ordinarily process an approved refund within 10 business days of approval unless a different statutory timeframe applies.

Where a statutory refund timeframe applies, the statutory timeframe takes precedence.

For refunds under section 47D of the ESOS Act, QCA will pay the required refund within four weeks after receiving the student's written claim, where the statutory refund obligation applies.

Where a refund is required under section 47E, QCA will comply with the applicable statutory timeframe.

Refunds will ordinarily be made in Australian dollars.

QCA is not responsible for delays caused by a receiving bank or international banking system after QCA has initiated payment.

## 16. PROVIDER DEFAULT

A provider default occurs where QCA defaults in relation to an international student or intending international student and a course at a location.

Where QCA defaults, QCA will comply with its obligations under the ESOS Act and TPS framework.

Where required, QCA will:

- Offer the student an alternative course at QCA's expense; or
- Provide the required refund of unspent tuition fees.

QCA will discharge its provider-default obligations within the applicable statutory timeframe.

QCA will not apply an administration or cancellation fee to an amount that must be refunded because of provider default.

Where an alternative course is offered, QCA will provide sufficient information for the student to make an informed decision about whether to accept the alternative course.

If QCA is unable to discharge its provider-default obligations, the TPS may provide further assistance in accordance with the ESOS framework.

Under the current refund calculation instrument, provider-default refunds are calculated using the applicable weekly tuition fee and weeks in the default period, subject to the statutory requirements.

## 17. EXISTING CONTRACTUAL REFUND ARRANGEMENTS

The refund and cancellation conditions applicable to a student will be those contained in the student's letter of offer, subject to the minimum requirements of the ESOS Act, National Code, applicable legislative instruments, Australian Consumer Law and other applicable legislation.

QCA will not retrospectively apply a new refund schedule to an existing student where doing so would adversely affect the student's contractual or statutory rights.

A later letter of offer may replace an earlier agreement where it is validly entered into and does not unlawfully remove or reduce the student's rights.

Where legislation or the National Code changes after a letter of offer has been accepted, QCA will apply the mandatory legislative or regulatory requirement.

## **18. COMPASSIONATE OR COMPELLING CIRCUMSTANCES**

QCA may consider circumstances affecting a student's ability to continue their course or seek a refund.

Examples may include:

- Serious illness or injury;
- Bereavement;
- Major natural disaster;
- Significant personal circumstances;
- Serious circumstances affecting the student's wellbeing;
- Circumstances outside the student's reasonable control; or
- Other relevant circumstances supported by appropriate evidence.

Students should provide supporting evidence where reasonably available.

Consideration of compassionate or compelling circumstances does not automatically result in a refund.

Any refund decision will remain subject to the student's letter of offer, the ESOS Act, National Code, Australian Consumer Law and other applicable requirements.

## **19. COMPLAINTS AND APPEALS**

A student who is dissatisfied with a refund or cancellation decision may access QCA's Complaints and Appeals Policy.

QCA will provide the student with:

- The decision and reasons for the decision;
- Information about the right to appeal;
- Information about how to access the internal complaints and appeals process;
- The applicable timeframe; and
- Information about relevant external complaints and appeals options, where applicable.

The complaints and appeals process will be conducted fairly, transparently and in accordance with the National Code and QCA's Complaints and Appeals Policy.

Nothing in this policy or QCA's complaints and appeals process prevents a student from exercising rights available under the Australian Consumer Law or other applicable legislation.

## **20. STUDENT VISA AND PRISMS REQUIREMENTS**

Cancellation, withdrawal, deferral or suspension may affect a student's student visa.

QCA will advise students to seek advice from the Department of Home Affairs about the potential effect of an enrolment change on their visa.

QCA will not provide immigration advice.

Where an enrolment change is reportable, QCA will update PRISMS within the applicable timeframe.

Refund processing and PRISMS reporting are separate compliance processes. Processing a refund does not remove QCA's obligation to report an enrolment change where reporting is required.

## **21. RECORDS**

QCA will maintain records relating to fees, cancellations and refunds, including, where applicable:

- Letter of offers;
- Receipts and payment records;
- Refund applications;
- Cancellation and withdrawal requests;
- Supporting evidence;
- Refund calculations;

- Refund decisions and reasons;
- Correspondence with students and education agents;
- Approved refund records;
- Bank/payment records;
- Complaints and appeals;
- Provider-default records;
- Student-default records;
- PRISMS records; and
- Other relevant documentation.

QCA will retain letter of offers and receipts for at least two years after the student ceases to be an accepted student, or for any longer period required by applicable legislation.

Records will be securely maintained in accordance with QCA's records management and privacy requirements. National Code Standard 3.6 requires letter of offers and receipts to be retained for at least two years after the person ceases to be an accepted student.

## 22. RESPONSIBILITIES

### Managing Director

The Managing Director is responsible for:

- Providing overall oversight of refund and cancellation arrangements;
- Ensuring appropriate resources are available to meet refund obligations;
- Approving significant or high-risk refund decisions where required; and
- Overseeing provider-default matters.

### Compliance Manager

The Compliance Manager is responsible for:

- Monitoring compliance with the ESOS Act, National Code and 2025 Standards for RTOs;
- Reviewing complex or high-risk refund matters;
- Monitoring statutory refund requirements;
- Ensuring refund arrangements remain current;
- Monitoring identified compliance risks; and
- Approving policy amendments where required.

### International Administration Manager

The ISSO is responsible for:

- Receiving and processing refund applications;
- Obtaining supporting evidence;
- Assessing refund requests against the letter of offer and applicable requirements;
- Preparing refund calculations;
- Communicating decisions to students;
- Maintaining refund records;
- Coordinating relevant PRISMS actions; and
- Referring complex or high-risk matters to the Compliance Manager.

### Finance

Finance is responsible for:

- Verifying payments received;
- Confirming approved refund amounts;
- Processing authorised refunds;
- Maintaining payment records; and
- Ensuring refunds are paid to the correct recipient.

### International Student Support Officers (ISSO) and Enrolment Staff

Administration and enrolment staff are responsible for:

- Providing approved fee and refund information;
- Ensuring students receive the required letter of offer;

- Ensuring the letter of offer contains the applicable student-specific refund information;
- Maintaining accurate student records; and
- Referring refund and cancellation matters to the ISSO or Compliance Manager where required.

### 23. MONITORING, REVIEW AND CONTINUOUS IMPROVEMENT

QCA will review this policy periodically and whenever there is a significant change to:

- The ESOS Act;
- The ESOS Regulations;
- The National Code;
- The 2025 Standards for RTOs;
- Australian Consumer Law;
- TPS requirements;
- PRISMS requirements; or
- Other applicable legislative or regulatory requirements.

QCA may also review this policy following:

- Student complaints or appeals;
- Refund disputes;
- Audit findings;
- Regulatory advice;
- Identified non-compliance;
- Changes to QCA's letter of offer or fee structure;
- Changes to course delivery or fee arrangements; or
- Other identified opportunities for improvement.

The outcomes of reviews and identified improvements will be documented through QCA's continuous improvement processes.

### 24. RELATED DOCUMENTS

- International Student Handbook
- Letter of Offer
- Deferral, Suspension and Cancellation Policy – International Students
- Feedback, Complaints and Appeals Policy
- Student Support and Wellbeing Policy
- Course Progress and Attendance Policy – International Students
- Fee Management Policy - International Students
- Refund Request Form
- Course Variation Form
- QCA Intervention Strategy
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- 2025 Standards for Registered Training Organisations
- Australian Consumer Law
- Tuition Protection Service requirements