



Policy Name:	Refund Policy
Policy Number:	FIN 002
Policy Governance:	Executive Management Group
References:	National Code 2018 (standards 2, 3, 7, 8, 9, 10) SRT0 2015 (standards 5 & 7) ESOS Act 2000 ESOS (Calculation of Refund) Specification 2014.

1 SCOPE

This policy covers the refunds process for all fees payable for training services provided within UIT's scope of registration, in accordance with ESOS Act and the National Code.

2 PURPOSE

To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

Details concerning the scope of Universal Institute of Technology (UIT) Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

This agreement, 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.

3 Definitions

Student: A person who has signed the Student agreement and offer letter given by UIT whether or not they have commenced their studies.

Tuition Fees: The fees that UIT receives directly or indirectly from
(a) an overseas student or intending overseas student; or



- (b) another person who pays the fees on behalf of an overseas student or intending overseas student for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience, that:
- i. form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are a mandatory part of the course); or
 - ii. are intended to assist the student to progress in such a course.
- The Tuition Fee is subject to change.

Non- Tuition Fees: Amounts the student must pay other than Tuition Fees, directly or indirectly to the College in order to undertake the course and includes:

- Enrolment Fees
- Application Fees
- Material Fees
- Overseas Student Health Cover

Packaged Course- Any enrolment that involves at least 2 or more courses at UIT.

4 GENERAL RULES

- 3.1 The refund process reflects the commitment by UIT to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 3.2 The date the written notice is received by UIT is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.
- 3.3 Refunds must be requested in writing by the student completing and submitting a Refund Application Form (ST03) to the Finance department of UIT. Verbal notification to UIT staff or agents is not valid.
- 3.4 The funds paid for the Course Money by way of bank deposits in UIT's bank account must be cleared at the time that an Application for Refund is made by the student and any debts owing to the Institute will be deducted from the refund due prior to payment.
- 3.5 Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to UIT.
- 3.6 The Finance department of UIT will process refund requests and if approved, arrange payment within 28 days.
- 3.7 Refunds will be paid in Australian Dollars into the nominated bank account. (less international transfer fees if applicable)
- 3.8 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by UIT until the course start date.
- 3.9 The term "commencement" in this policy refers to the first day of the first course attended by the student.



3.10 Enrolment fee is non-refundable in all scenarios of refund applications. If the student was not charged an enrolment fee then a similar amount will be withheld from other prepaid fees.

3.11 UIT only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the institute. No accountability will be taken for fees or charges associated with third parties (international education agent or migration agent fees or visa application costs or partnered service providers). Such fees and charges will be subject to the third parties refund policies.

3.13 If a student applies and obtains a COE for Graduate Diploma of Management (Learning) (GDM), any amount paid towards Application fee and Enrolment fee is non- refundable.

3.12 Student enrolled in packaged courses other than GDM do NOT qualify for a FULL refund once they commence their studies in Australia. Minimum \$500 is non-refundable.

3.15 If the student has given misleading information to a UIT approved agent, UIT and/or any Commonwealth Agencies of Australia, no refund will be given.

3.16 All refunds will be payable in the same currency in which fees were paid. UIT will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.

3.17 No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form and completion of Refund Request Alternative Payee form (ST 16)

3.18 In case of a cancellation of COE by the student or UIT, any outstanding fees to UIT become immediately due.

3.19 Any costs incurred by UIT to recuperate outstanding fees will be charged to the student.

3.20 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction. UIT reserves the right to refer the balance owing to any debt collection agency or credit reporting bodies in the event of non-payment, for all purposes permitted by law

3.21 UIT will not release any testamurs/awards to students until outstanding course fees have been paid in full.

3.22 UIT will provide the student in writing the resulting decision of UIT's management.

3.23 UIT will advise the student of their right to appeal the decision of UIT management.

3.24 The refund policy is subject to review at least once per year. Should it become necessary to change this policy, then UIT will update the policy on its website.



3.25 Refund guidelines and examples

Refund Situation	Refund of Course fees	Refund of enrolment fees
1. UIT does not deliver the program for which the student has paid for the following reasons: <ul style="list-style-type: none"> The course does not begin on the agreed commencement Date. The offer is withdrawn by the Institute. The course ceases to be provided, at any time, after it commences but before it is completed. The course is not provided in full to the student because a sanction has been imposed on the registered provider. 	Full refund of unspent fees (if student does not accept alternative course offered by UIT)	Yes (only in first two situations)
2. Student (offshore or onshore) is refused an Australian Student Visa (copy of refusal letter required) or illness or disability prevents the student from taking up the course.	All prepaid fees less \$500	No
3. Student default where the UIT has not entered into a written agreement that meets the requirements of section 47B of the Act (refer 47E (1)(b)(i) of the Act) with the student - that is, a compliant agreement.	All prepaid fees \$500	No
4. Onshore student is refused an Australian Student Visa but student already commenced his/her course (copy of refusal letter required); includes visa extension & new applications.	Remaining unspent fees, less \$500	No
5. Student defaults or withdraws from course during visa processing but already commenced his/her course.	Remaining unspent fees, less \$500	No
6. Student withdraws from course 10 weeks (70 days) or more prior to eCoE commencement date. *	70% of All prepaid fees	No
7. Student withdraws from course 5 weeks (35 days) or more prior to eCoE commencement date. *	50% of All prepaid fees	No
8. Student withdraws from course less than 5 weeks, on the eCoE commencement date or after that date. *	No	No
9. If a student has also paid a deposit for future courses other than GDM when enrolling in a package of courses then.	Deposit paid less \$500 for each course	No
10. If a student applies and obtains a COE for Graduate Diploma of Management (Learning), any amount paid towards Application fee is non- refundable.	Deposit paid less \$1000	No
11. Student defaults due to one or more of the following acts and CoE(s) gets cancelled by institute; <ul style="list-style-type: none"> the student failed to pay an amount payable to the provider for the course; the student breached a condition of his/her student visa; including non-commencement of the course misbehavior by the student/ breach of code of conduct. 	No refund for all courses in package	No



Refund Situation	Refund of Course fees	Refund of enrolment fees
12. Student is granted permanent residency/obtains visa other than student visa, after the course commencement date.	No refund. Balance of course fees payable as per '8.Fees' of student agreement	No
*In the event student defers commencement date of the course and subsequently withdraws from the course, refunds would be calculated based on the original start date for 6, 7, & 8 situations.		

5 REFUND PROCEDURE AND PROCESS

- 4.1 The process is started by the student completing and submitting a Refund Application Form (ST03).
- 4.2 This form will be reviewed for completeness and the date received and by whom is entered on the form
- 4.3 The form is assessed by Finance Manager to review current payment status and amounts owing / in credit are recorded.
- 4.4 The student file is checked together with the Student Management System to confirm the details and to calculate refund based on the eligibility and refund rules.
- 4.5 Before the refund can be processed it must be approved by the Finance Manager and CEO.
- 4.6 The student will be notified refund outcome and applicable refund processed within 28 days of the application.
- 4.7 The student will be informed that they have the right to appeal the refund outcome, in accordance with UIT's Refund Policy.
- 4.8 All documentation relating to a refund (whether granted or not) must be filed in the student file.

6 RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and Standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2019



7 Education Services for Overseas Students Act 2000 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Fees and Charges Policy
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- Admissions Policy
- Marketing Policy