

# Student Refund Policy

## Purpose

Provides YouSTUDY International College with a policy position for the management of student refunds.

## Scope

YouSTUDY International College is committed to providing a consistent and transparent refund process for international students.

Student refunds will comprise the refund of a proportion of Tuition Fees, with an Administration Fee applied to each student refund application.

### **Policy Principles:**

YouSTUDY International College is committed to the following principles for the management of international student refunds:

- *Principle 1:* YouSTUDY International College will ensure that all students are fully informed about fees prior to enrolment, including the policy position on student refunds.
- *Principle 2:* YouSTUDY International College may provide student refunds when the student has withdrawn from a course or program within specified timeframes.
- *Principle 3:* YouSTUDY International College will provide student refunds when YouSTUDY International College cancels a course or program.
- *Principle 4:* YouSTUDY International College will not provide student refunds outside of the specified timeframes. However, YouSTUDY International College will consider refund applications outside of the specified timeframes in cases of special circumstances.

### **Accountability:**

The Principal is accountable for ensuring the management and maintenance of this policy, including ensuring its continued appropriateness to the business, compliance with legislation and external requirements, and periodic review.

YouSTUDY International College Principal and Student Services Team are responsible for administering international student refunds for YouSTUDY International College under the terms of this policy.

## Definitions

Term	Definition
<b>Business Day</b>	Monday – Friday 8.30am – 5.00pm Australian Eastern Standard Time. Saturday, Sunday and Public Holidays are not considered Business days.
<b>Commencing Student</b>	A student who has accepted a place in a program at the YouSTUDY International College including a student who has accepted a package offer
<b>Course/Program</b>	Full time registered courses offered by YouSTUDY and registered on CRICOS.
<b>Deposit</b>	The tuition fee deposit set for payment by an international student before the agreed starting date of the first study period of enrolment, to accept an offer of admission to a program at YouSTUDY International, which is credited to the student's account.
<b>eCoE</b>	electronic Confirmation of Enrolment
<b>Education Agent</b>	An individual person or organisation acting as an approved representative of YouSTUDY for the purposes of recruitment of international Students via an individual Education Agent Agreement.
<b>ESOS Act</b>	Education Services for Overseas Students Act 2000 (Cth).
<b>Letter of Offer</b>	An offer providing International Students with a full offer of admission, and allows entry for the stated program or course for which the student is eligible for.
<b>National Code</b>	The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
<b>OSHC</b>	Overseas Student Health Coverage
<b>Other Visa Holders</b>	Students studying on any other type of visa other than a Student Visa.
<b>Program/Course</b>	Courses offered by YouSTUDY and registered on CRICOS.
<b>Pro-Rated</b>	<p>In Cases of Visa Rejection (after commencement of education/training):</p> <ul style="list-style-type: none"> <li>• The refund of Tuition Fees for student withdrawal in cases of visa rejection after the commencement of education/training, as mandated by the Education Services for Overseas Students (ESOS) Act 2000 (Cth).</li> <li>• The delegated officer will determine the refund amount, using the compulsory methodology prescribed by the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth): <a href="https://www.legislation.gov.au/Details/F2014L00907">https://www.legislation.gov.au/Details/F2014L00907</a></li> </ul> <p>In All Other Cases:</p>

Term	Definition
	<ul style="list-style-type: none"> <li>• The refund of Tuition Fees for a student withdrawal in special circumstances outside of the specified timeframes.</li> <li>• The delegated officer will determine the refund amount, with consideration of the circumstances of the withdrawal and the financial imposition on YouSTUDY International College, incorporating that:               <ul style="list-style-type: none"> <li>○ Fees for completed course and programs will not be refunded; and</li> <li>○ A proportion of fees for non-commenced or non-completed courses or programs may be refunded at the discretion of the delegated officer.</li> </ul> </li> </ul>
<b>Provider Default</b>	Under the <a href="#">Education Services for Overseas Students (ESOS) Act 2000 (Cth)</a> occurs when: <ul style="list-style-type: none"> <li>• The provider fails to start to provide the course to the student at the location on the agreed starting day;</li> <li>• The course ceases to be provided to the student at the location at any time after it starts but before it is completed; and</li> <li>• The student has not withdrawn before the default day.</li> </ul>
<b>Refund</b>	The return of monies that were paid to YouSTUDY International College.
<b>Short Courses/Study Tours</b>	Customised educational experiences focused on study and cultural immersion ranging from a few days to a few weeks.
<b>Tuition Fee</b>	The fee YouSTUDY International College receives, either directly or indirectly from a student or intending student, or another person who pays the fee on behalf of a student or intending student that is directly related to the provisions of a program or course YouSTUDY International College provides or is offering to provide.

## Policy

### GENERAL RULES FOR STUDENTS REFUNDS

#### General Conditions for Student Refunds:

1. YouSTUDY International College will consider student refund applications where the student withdraws from a course or program within specified timeframes, and in cases where YouSTUDY International College cancels a course or program
2. The following rules apply for the submission of student refund applications:
  - 2.1. In cases of student withdrawal, students must submit a student refund application following the process and timeframes outlined in the Student Refund Procedure. Applications must use the required form, and provide any documentary evidence requested by YouSTUDY International College; and

- 2.2. In cases of YouSTUDY International College cancellation of a course or program or provider default, students are not required to submit a student refund application. Banking details will be required to process the refund.
3. Student refund rules are applicable to students and third parties responsible for the payment of student fees.

**Financial Conditions for Student Refunds:**

1. Student refunds will consist of a refund of a proportion of Tuition Fees, based on the specified timeframe of the student withdrawal.
2. Details of specific refunds are provided in Schedules A, B, C and D below.

**Schedule A: Student Visa Holders**

Number	Specified Timeframe	Refund Amount
1	Visa Rejection (before commencement of education/training)	Full Tuition, Materials and Enrolment Fee refund (with a specific visa rejection Administration Fee of \$250AUD or 5% of Tuition Fee applied to the student refund, whichever is lower), as required by the <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth)</i> .
2	Visa Rejection (after commencement of education/training)	Pro-rated Tuition Fee refund (An Administration Fee will not be applied to the student refund, as required by the <i>Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth)</i> ).
3	Withdrawal from program more than 14 business days before program commencement	<ul style="list-style-type: none"> <li>• Full Tuition, Materials and Enrolment Fee refund</li> <li>• \$250 Administration Fee</li> </ul>
4	Withdrawal from program less than 14 business days before program commencement	<ul style="list-style-type: none"> <li>• 50% Refund of Tuition Fees</li> <li>• Full Refund of Materials &amp; Enrolment Fee.</li> <li>• \$250 Administration Fee</li> </ul>

**Schedule B: Other Visa Holders (Visitors, Working Holiday etc.)**

Number	Specified Timeframe	Refund Amount
1	Cancellation for bookings made more than 4 weeks before program commencement	<ul style="list-style-type: none"> <li>• Full Tuition, Materials and Enrolment Fee refund</li> <li>• \$250 Administration Fee</li> </ul>
2	Cancellation for bookings made more than 1 day but less than 20 Business days (4 weeks) before program commencement	<ul style="list-style-type: none"> <li>• 50% Refund of Tuition Fees</li> <li>• Full Refund of Materials &amp; Enrolment Fee.</li> <li>• \$250 Administration Fee</li> </ul>
3	Cancellation on or after the course commencement date	<ul style="list-style-type: none"> <li>• No refund.</li> </ul>

**Schedule C: Short Course Programs (Young Learners Program, English and Dive)**

Number	Specified Timeframe	Refund Amount
1	Cancellation for bookings made more than 4 weeks before program commencement	<ul style="list-style-type: none"> <li>• Full Tuition, Materials and Enrolment Fee refund</li> <li>• \$250 Administration Fee</li> </ul>
2	Cancellation for bookings made more than 1 day but less than 20 Business days (4 weeks) before program commencement	<ul style="list-style-type: none"> <li>• 50% Refund of Tuition Fees</li> <li>• Full Refund of Materials &amp; Enrolment Fee.</li> <li>• \$250 Administration Fee</li> </ul>
3	Cancellation on or after the course commencement date.	<ul style="list-style-type: none"> <li>• No refund.</li> </ul>

**Schedule D: Accommodation**

Number	Specified Timeframe	Refund Amount
1	Cancellation for than 4 weeks before the course commencement date (20 working days).	<ul style="list-style-type: none"> <li>• Full Refund of pre-paid Accommodation Fees.</li> <li>• No refund on Placement Fee.</li> </ul>
2	Cancellation more than 1 day but less than 20 working days (4 weeks) before the course commencement date.	<ul style="list-style-type: none"> <li>• Cancellation Fee of \$250AUD</li> <li>• Less a fee of equal to 2 weeks accommodation.</li> </ul>
3	Cancellation on or after the accommodation commencement date.	<ul style="list-style-type: none"> <li>• Cancellation Fee of \$250AUD</li> <li>• Less a fee of equal to 2 weeks accommodation.</li> </ul>

3. An Administration Fee of \$250AUD will be applied for each student refund application, except in cases of visa rejection after the commencement of education/training and unless YouSTUDY International College has cancelled the course of program. In cases where the Administration Fee is higher than the Tuition Fees charged to the student, the Administration Fee will be adjusted to match the Tuition Fees charged (5% of the tuition fee charged).
4. The following exceptions apply for student refunds:
  - 4.1. Students who have their enrolment cancelled by YouSTUDY International College as a result of academic or behavioural misconduct under the YouSTUDY International College Student Rules are not eligible for a refund of Tuition Fees for any training that has commenced;
  - 4.2. For students approved to withdraw from a course or program prior to the commencement date to enrol in another course or program within YouSTUDY International College, the student refund amount will be credited to the fees owing for the later enrolment. No Administration Fee will be applied;
  - 4.3. For students receiving an approved deferral from YouSTUDY International College the deferred fees will be held by YouSTUDY International College for the agreed period of the deferral. After the agreed deferral period students will not be eligible for a refund;
  - 4.4. For students who have an outstanding debt with YouSTUDY International College, approved refunds will be applied to the debt prior to any remaining balance being paid to the student;
  - 4.5. In the event of a student's death whilst they are undertaking a course or program, YouSTUDY International College will provide a refund to the estate of the deceased. An Administration Fee will not be applied.
5. Student refunds will be processed in Australian dollars, unless agreed by YouSTUDY International College.

**Assessment and Communication of Student Refund Applications:**

1. Approval of student refunds will be made in accordance with the Student Refund Policy.
2. Students will be advised of the outcome of their student refund application. Should the student refund application be rejected, YouSTUDY International College will provide the student with a written explanation, with reference to the relevant provisions of this policy.
3. Student refund applications will be assessed within 20 business days of receiving all required information from the student.
4. Student refunds will be issued within 14 business days from the student refund decision.

**Student Refund Application Appeals:**

1. Students will be provided with the option to appeal a rejected student refund application within 10 business days of the student refund decision notice.