

### Purpose

The purpose of this policy is to clearly set out objectives on the refund of monies to international students for course fees, where the student does not study for part or any of the period in which they were to study. The objectives are to:

- ❖ Provide students with an understanding of when, how and in what amount their fees will be refunded by the College;
- ❖ Comply with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

### Overview

This policy applies to all international students of Axial International College studying anywhere by any mode, except where the below applies. This policy does not apply to students who have an amended individual course refund policy issued with their letter of offer insofar as the amended individual course refund policy is inconsistent with this policy.

### Policy

This policy should be read in conjunction with the student's Written Agreement (Letter of Offer) as it forms the initial contract with the student. Where the student is studying in Australia utilising any subclass of Visa, the conditions of that Visa form relevant information in regard to obligations on the student including maintenance of student enrolment load.

#### 1. Refund prior to commencing study for the first time

Axial International College will only provide a refund of any tuition and non-tuition fees paid, excluding the administration fee, if:

- a) The student is unable to obtain a Visa;
- b) Political, civil unrest or natural disasters prevent the student leaving their home country or paying fees in full;
- c) The student is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;
- d) The offer of a place is withdrawn;
- e) The course which was applied for is no longer offered; or
- f) Axial International College is unable to enrol the student in a course.

Where a refund is requested prior to the first course of study, **Appendix 1 Schedule A applies.**

## 2. Refund of course fees after commencing study

In the event a student's visa application is refused after commencing study, a refund will be provided as per **Appendix 1 Schedule A**. After commencing study with Axial International College and where the student holds a valid student visa, no refund will apply.

Students must complete two processes to receive a refund:

- ❖ The student must notify Axial International College in writing of withdrawal of subjects; **and**
- ❖ The student must complete a Refund Application Form in order to formalise the refund request.

Axial International College will refund tuition fees according to **Appendix 1 Schedule A**, except where the student requests a fee rollover to a subsequent course.

## 3. Obligations to notify Axial International College

The student must notify Axial International College in writing of their intention to cease enrolment and the student remains liable for any course fees due up until that date. The date that Axial International College confirms receipt of the notice will be the date used for all calculations.

The student must notify the College in writing of their request for a refund within 30 days from the date of withdrawal notice or no refund will be considered.

## 4. Fee Roll-Over

If a student withdraws from a subject within 4 weeks of commencement of a course, the student may request in writing for their entire subject fee to be credited to their Axial International College account for future subjects. This money must be applied to future subjects only. Requests for refund at the point that the fee rollover was originally requested will be considered.

## 5. Exceptional Circumstances

The Student Administration or the Finance Department may consider written requests for refunds due to exceptional circumstances and may increase the amount of refund provided beyond the levels provided in **Schedule A** contained in **Appendix 1**.

Acceptance of money appropriately refunded within the amounts contained within the **Appendix 1** does not preclude an application for exceptional circumstances and students must first apply for the refund of amounts under **Schedule A** unless a refund of 0% is applicable.

Applications for refunds beyond the levels within **Schedule A** will be deemed to be denied if the matter is not determined within 20 days allowing the student to appeal.

Applications for refunds beyond the levels within **Schedule A** must provide details and appropriate verifiable evidence of the circumstances which support the reasons for withdrawal:

- ❖ Are beyond the student's control; and
- ❖ Do not make their full impact on the student until on or after the commencement of course in question; and
- ❖ Make it impracticable for the student to complete the requirements for the subject during the period during which the student undertook, or was to undertake, the subject.

### 6. **Circumstance where no refund will be provided**

A refund will not be provided or considered:

- ❖ In any circumstances where the student has supplied fraudulent, forged or deliberately misleading documentation;
- ❖ Where the student has had their enrolment terminated due to either academic or behavioural misconduct as specified in Regulations pursuant to the Axial International College guidelines for the course in which the misconduct occurred.;
- ❖ If the request is submitted after the student has had their enrolment terminated due to non-payment of course fees;
- ❖ If the student fails to notify their request for refund within 30 days from the date of withdrawal request.

### 7. **Appeals of decisions/complaints**

If after 30 days from receipt of an application to the College, the student has not been notified of an outcome, or if the student wishes to appeal the decision, they can do so by applying to Axial International College at the contact details provided in **Appendix**

2. If the student is not satisfied with the application of this policy, they should raise their concern with Axial International College immediately.

The student at any point is also entitled to take legal action under Australia's consumer protection laws.

### 8. **Change of visa status**

If the student provides Axial International College with written evidence that they have had Australian Permanent Resident status or Australian Citizenship granted before the applicable Census Date, they will be entitled to a refund of all international tuition fees from the date of the visa change, however, they become liable for that (and subsequent) courses and will be required to pay applicable domestic student fees.

### 9. **Payment of Refunds**

Refunds will be credited to the account nominated by the student on the Refund Request Form and will be based on the Australian dollar fee for the course rather than any foreign currency amount.

If the course is being terminated, the amount will be paid within 4 weeks (or 2 weeks in the case of situations listed in 1d, 1e or 1f above) after the written notification date by telegraphic transfer to a bank. The College will not compensate students for any exchange rate differences or transfer costs that have occurred when undertaking foreign currency exchange.

### 10. **Disclosure of information**

Personal information provided by students to the Axial International College may be made available to Australian Commonwealth and State Agencies pursuant to legislation, particularly in regard to the College's obligations under the Education Services for Overseas Students Act 2000.

Axial International College is required under Section 19 of the Education Services for Overseas Students Act 2000 to inform the Department of Home Affairs about changes to student course enrolment and any breach of student visa condition relating to satisfactory academic performance.

## Appendix 1 – Refund Schedules

### Schedule A

Circumstance	Refund Calculation
Student fails to start the course due to: <ul style="list-style-type: none"> <li>• visa refusal, or</li> <li>• withdrawal prior to the student commencing the course and the reason for withdrawal is in accordance with section 1. <i>Refund prior to commencing study for the first time</i> of this policy.</li> </ul>	Axial will retain the Administration Fee as stated in the Written Agreement (Letter of Offer) plus the lesser amount of either: <ul style="list-style-type: none"> <li>❖ 5% of Total Tuition and Non-Tuition Fees Paid</li> </ul> <u>or</u> <ul style="list-style-type: none"> <li>❖ \$500</li> </ul>
Student withdrawal advice due to visa refusal received after the student has commenced the course.	Axial will refund weekly tuition fee X weeks remaining from withdrawal date to end of the period for which payment was received*

**\*Note:**

- ❖ Weekly Tuition Fee = total tuition fees for the course / number of calendar days in the course;
- ❖ Weeks remaining = number of calendar days from the withdrawal date to the end of the period for which payment relates / 7;
- ❖ If the weeks remaining is not a whole number, it will be rounded up to the nearest whole number.

## Appendix 2 – Contact Details

**Axial International College Finance Department:**

International Accounts Officer

**Address** – Level 1, 33 Brandl Street, Eight Mile Plains, Qld. 4113

**Tel:** (07) 3387 4400

**Email:** ar@axial.edu.au