

# REFUND POLICY AND PROCEDURE

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# REFUND POLICY AND PROCEDURE

## PURPOSE

This policy supports the Standards for Continuing Registration of NVR Registered Training Organisations and the relevant standard of the National Code 2007.

## SCOPE

This policy applies to all students of Focus Language School, the Accounts (ACC) department and the CEO.

## OWNER

Chief Executive Officer (CEO)

## POLICY

This policy/procedure supports 'Standard 3' of the 'National Code 2018 which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All Refund Request Form (STD-FOR01) are to be submitted to Focus Language School's Accounts (ACC) department and the following procedure followed in assessing the application.

All 'refunds' are to be approved by the CEO upon having the Refund Request Form (STD- FOR01) checked by the Accounts (ACC) department. Applications are processed within 14 days of the application being placed.

Please note the refund policy below is in relation to 'Tuition Fees' and should not be confused with 'enrolment' fees which are non-refundable.

## PROCEDURE

All refund information is made available to students through the enrolment process and is included on the Letter of Offer/Acceptance Agreement (LET-05) which the student signs prior to acceptance into a course of study with Focus Language School and prior to money being accepted from the student.

## REFUND APPLICATIONS

Any student wishing to apply for a refund must complete a Refund Request Form (STD-FOR01) and submit this form to Accounts (ACC) department. Refund Request Form (STD-FOR01) and all supporting documents are to be sent to:



## Accounts Department

Focus Language School

30 Prospect Street

Box Hill 3128

Or by email, with attached support documents, to [clio@focus.edu.au](mailto:clio@focus.edu.au)

Refund Request Form (STD-FOR01) is to be processed by Focus Language School's Accounts (ACC) department within 14 days from the date of application. Provider defaults will be paid within 14 days. Refunds for student withdrawals will be paid within 28 days. All refunds must be approved by the CEO. Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

## PAYMENT OF REFUNDS

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution. Focus Language School will provide the student with a statement detailing the calculation of the refund.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars and will be net of any handling fee charged by local representatives used by the Student. Focus Language School will provide the student with a statement detailing the calculation of the refund.

### Please note:

- Refund applications placed after course commencement will be in relation to Tuition Fees only. Tuition fees are specified in the table below. This refund does not include materials and equipment charges. Focus Language School will not provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.
- Once a refund payment has been provided by Focus Language School the student's enrolment will be cancelled.



**Focus Language School's refund arrangements are as follows:**

<b>Tuition Fees</b>	
Visa refused prior to course commencement	<p>Full refund (not including the enrolment fee of \$200.00), minus the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that Focus Language School received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p>
Withdrawal at least 10 weeks prior to agreed start date	Full refund not including enrolment fee
Withdrawal at least 4 weeks prior to agreed start date	75% refund* not including enrolment fee
Withdrawal less than 4 weeks prior to agreed start date	25% refund* not including enrolment fee
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by Focus Language School (Before the agreed start date)	Full refund including enrolment fee
Focus Language School is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator	Return of unused tuition fees



Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances) **	Refund of unused tuition fees (of the following term/s)* (Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration*)
Compulsory Health Insurance (Student Visa holders only)	Refer to Overseas Student Health Cover provider
Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two weeks' notice is given
Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two weeks' notice is given
Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival

*\*Refunds granted may incur an education agent's fee*

*\*\*Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed case by case.*

## COMPLAINTS AND APPEALS PROCESS

Should an application for refund be refused by Focus Language School or the student does not agree with the amount of refund calculated by Focus Language School, the student has the right to access the Institute's Complaints and Appeals Policy and Procedure (P&P-002). Students are able to access the Complaints and Appeals Policy and Procedure (P&P-002) within 10 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with Focus Language School's Complaints and Appeals Policy and Procedure (P&P-002). The timeframe for handling appeals is detailed in Focus Language School's Complaints and Appeals Policy and Procedure (P&P-002).

## AUSTRALIAN CONSUMER PROTECTION LAW

This policy and the availability of complaints and appeals processes, does not remove the right of a student to take further



action under Australian Consumer Protection Law.

## FURTHER INFORMATION

Focus Language School reserves the right to withhold any Certification of qualifications achieved by the student, if unpaid student fees remain outstanding.

The student must notify Focus Language School immediately of any and all change of contact details while enrolled in the course. This includes details such as current residential address, and a mobile phone number and email address if the student has them.

## VERSION CONTROL TABLE

*The following table is NOT a part of the policy and can be updated from time to time without affecting the version of the document.*

Related Documents				Version Control	
1. Refund Request Form (STD-FOR01) 2. Letter of Offer/Acceptance Agreement (LET-05) 3. COMPLAINTS AND APPEAL POLICY AND PROCEDURE (P&P-002)				• V1.0 June 2020 Document Created	
Teamwork PM Task List					
Task#	Task Name	Task List	Project	Frequency	Task Description
Document Location					

