

REFUND PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure sets out the conditions for student fee refunds.
Responsible Officer	Accounts Manager
Next scheduled review	June 2021
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Admissions Policy and Procedure Deferring, Suspending or Cancelling a student enrolment Policy and Procedure

1. PRINCIPLES

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) sets out the circumstances that as student is entitled to a refund and the process a student must follow.

2. SCOPE

This procedure covers all commencing and re-enrolling students and to students seeking to withdraw from a course or courses for which they have paid fees. It also applies to those students whose COE has been cancelled for courses which they have paid course fees.

This procedure does not affect a student’s right to submit internal and external (to the Overseas Student Ombudsman) complaints and appeals.

3. DEFINITIONS

Agreed Starting Date means the date on which the course was scheduled to start, or a later date agreed between the Institute and the Student to be the Agreed Starting Date following a period of deferral or temporary suspension.

Application Fee means the fee required to be paid by the Student when the Student lodges his or her Student Application Form with the Institute.

Application for Refund Form means the Institute’s prescribed refund request form available at the Institute’s student services centre.

Business Day means a day on which banks are open for business, other than Saturday, Sunday or a National/State declared public holiday.

Commencement date means the initial date on which the “**Package program**” was scheduled to start, or a later date agreed between the Institute and the Student to be the Commencement date.

Contact Details includes the Student’s Australian postal address, telephone number and email address.

Course Withdrawal Form means the Institute’s prescribed course withdrawal form available at the Institute’s student services centre.

Default Date means:

- (a) the day on which the Institute did not commence delivery of a scheduled course;
- (b) the day on which the Institute ceased to provide a course; or
- (c) the day on which the Institute refused to provide, or continue to provide, the course to a Student; or
- (d) the day on which the Student withdraws from the course; or
- (e) the day on which a Student failed to commence/recommence a course of study;
- (f) the day on which the Institute receives evidence from the Student of his or her Student visa application refusal.

DoE means Australian Government Department of Education.

ESOS Act means the *Education Services for Overseas Students Act 2000* (Cth).

Offer Letter means the offer letter from the Institute to the Student specifying the terms of the Student's enrolment offered by the Institute.

Commencement Date means the date on which the course was scheduled to start, or a later date agreed between the Institute and the Student to be the Commencement Date and does not refer to any Agreed Starting Date following a deferment period.

In the case of the Student is enrolled in a, **Package of courses** the Commencement Date means the date on which the first course was scheduled to start, or a later date agreed between the Institute and the Student and does not refer to any Agreed Starting Date following a deferment period.

Overseas Student Health Scheme Cover means the health insurance cover that a Student is required to obtain prior to the Student commencing his or her enrolment with the Institute.

Package of courses means a sequence of one or more courses specified in the letter of offer from the Institute for which CoE(s) have been issued.

Personal Details includes the Student's name, gender and date of birth.

Personal Information means any Personal Details, Contact Details, course enrolment details, changes to Personal Information and the information relating to personal circumstances of any suspected breach by the Student of a visa condition.

Principal Course means the Student's main course of study for which the Student has confirmation of enrolment (**CoE**). If the Student is enrolled in a Package Program, his or her Principal Course is the course within the package that has the highest qualification and for which the Student has CoE. In all other cases, Principal Course means the Student's sole course of study.

PRISMS means Provider Registration and International Students Management System provided by the Australian Government.

Student means a student who has accepted an offer of enrolment and been issued with a CoE by the Institute.

Student's Acceptance Agreement means the prescribed student acceptance agreement attached to the Offer Letter that the Student must submit to the Institute in order to accept an offer of enrolment from the Institute.

Student's Application Form means the Institute's prescribed student application form as published on the Institute's website **Terms and Conditions** means these terms and conditions.

Third Party Fee means any fee paid to a third party, including any airport pickup fee, accommodation placement fee, , homestay fee, government examination fee, Overseas Student Health Scheme Cover fees, any

costs relating to trade supplies and consumables and any cost of living expense paid to third parties specified in the Offer Letter.

TPS means the Tuition Protection Service provided by the Australian Government.

Tuition Fee means in respect of a Student, the amount specified by the Institute in that Student's Offer Letter as the tuition fee, excluding any Third Party Fee.

the Institute means Ozford Institute of Higher Education Pty Ltd ACN 165 694 351 trading Ozford Institute of Higher Education. CRICOS Provider No: 03429B specified in the Student's Application Form.

the Institute Brochure means the brochure available on the Institute website.

4. PROCEDURES

- (a) Refund applications must be made in writing on the Application for Refund Form which may be obtained from the Institute website (<http://www.ozford.edu.au/higher-education/policies-and-procedures/>) and needs to be forwarded directly to the accounts department at the Institute which is located at Level 10, 310 King street Melbourne or can be lodged via email to account@ozford.edu.au.
- (b) Refund applications will not be processed where the signature on the Application for Refund Form does not match the Student's signature as shown on other documents provided by the Student for admission to the Institute and the Student Acceptance Agreement.
- (c) If the Institute owes an amount to a student under the refunds policy and a person other than the student is specified in this agreement the specified person, rather than the student, will be paid any refund of tuition fees.

4.1. Complaints and Appeals

In the event that you wish to contact the Institute's rejection of your request for a refund, you have access to established dispute resolution procedures, which do not circumscribe your right to pursue other legal remedies. These dispute resolutions procedures can be found at: <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This policy was initially developed with reference to the following policy;
Ozford College of Business, 2014

8. VERSION CONTROL

Version	Date approved	Description	Approved by
4.0	30 June 2018	Initial issue	CEO
Related legislation/ regulation/standard	HES Threshold Standards 2015, Presentation, Information and Information Management		