



Refund Policy and Procedure

This refund policy is provided in full to all students prior to any payment being made and is contained in full in the *Formal Student Agreement Contract*.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent to be remitted to College. However, Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Enhance College of Technology.

Any additional fees requested by an agent should firstly be queried directly with the Enhance College of Technology before payment.

The application for enrolment fee of \$200.00 is non-refundable administration fee.

Enhance College of Technology does not require the student to pay more than 50 per cent of tuition fees before a course starts unless it is for a short course of 25 weeks or less.

Enhance College of Technology can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more. Enhance College of Technology can request any remaining fees as per the payment plan set out in the written agreement with the student.

It is the policy of Enhance College of Technology to ensure that all applications for refund of fees are considered.

An application for refund of course fees must be made in writing on the Application for Refund Form to Enhance College of Technology stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

Number	Circumstance	Refund Amount
1	Visa Rejection (before commencement of education/training)	Full Tuition Fee refund An Administration Fee of \$200 will be applied.
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 Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth))
3	Withdrawal from course more than 20 calendar before course commencement date	85% Tuition Fee refund An Administration Fee \$200 will be applied.
4	Withdrawal from course within less than 20 calendar days before course commencement date	50% Tuition Fee refund An Administration Fee \$200 will be applied.
5	Withdrawal prior to acceptance of offer	Full Tuition Fee refund

		An Administration Fee \$200 will be applied.
6	Withdrawal by Enhance due to incorrect or incomplete information supplied by the student	Full Tuition Fee refund A specific withdrawal for incorrect or incomplete information Administration Fee of \$200 will be applied.
7	Withdrawal by Enhance due to failure to meet entry requirements for next course of study (however with no breach of the written agreement)	90% Tuition Fee refund An Administration Fee \$200 will be applied.
8	Student withdrawal after course commencement date	No refund for current or previous courses Full Tuition Fee refund for future courses Administration Fee of \$200 will be applied.
9	Visa Cancelled or Study Rights Cancelled due to actions of Student	No Refund
10	Course Cancelled by Enhance – Provider Default	Full Tuition Fees refund for courses withdrawn

** Note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the PEO/CEO.*

Number	Circumstance	Refund Amount
1	Withdrawal from a qualification or unit/s of competency prior to the start of study date	Full Tuition Fee refund An Administration Fee of \$200 will be applied to process your refund application
2	Enhance cancels a qualification or unit of competency	Full Tuition Fee refund No Administration Fee will be applied

NOTE: Fees for additional services (not covered by the Letter of Offer or part of the agreement with Enhance College of Technology) conducted by and paid to Education Agents by students are not covered by this refund policy.

Refunds will also consist of a refund of all International students Additional Fees if you withdraw prior to the course commencement date.

Administration Fee refers to the prescribed Domestic Student Refund Administration Fee and International Student Refund Administration Fee in the Student Fee Schedule, to contribute to the reimbursement of costs in Enhance processing student refund applications.

Exceptions

The following exceptions apply for domestic and international student refunds:

- a. Students who have their enrolment cancelled by Enhance as a result of academic or behavioural misconduct under the Enhance Student Rules and Policies are not eligible for a refund of Tuition Fees for any training after the start of study date/course commencement date;
- b. For students receiving an approved deferral from Enhance, the deferred fees will be held by Enhance for the agreed period of the deferral;
- c. For students who have an outstanding debt with Enhance, approved refunds will be applied to the debt prior to any remaining balance being paid to the student;
- d. Students who are enrolled in unit/s of competency or courses in which they have applied for a credit transfer will receive a full refund if the credit transfer application is successful and they have applied for the credit transfer prior to the start of study date/course commencement. An Administration Fee will not be applied;

- e. In the event of a student's death whilst they are undertaking a qualification, unit/s of competency or course Enhance will provide a refund to the estate of the deceased. An Administration Fee will not be applied.

In exceptional cases of special circumstances outside of these rules, Enhance may consider a student refund application supported by independent supporting documentation. In cases of special circumstances, Enhance will determine the refund amount. An Administration Fee will apply.

When considering whether special circumstances should be recognised and applied to student refund applications, Enhance must be satisfied that the circumstances:

- Are beyond the student's control;
- Did not make full impact until on or after the unit/course commencement date; and
- Made it impracticable for the student to complete the requirements of the unit or course in the period during which the person undertook, or was to undertake the unit or course.

Examples of special circumstances include:

- Medical circumstances (illness or injury), supported by a doctor's statement;
- Family/personal circumstances, supported by a statement from a Enhance counsellor or CEO;
- Course related circumstances, supported by a statement from the CEO;
- Employment related circumstances (domestic students only), supported by a statement from your employer;

Student Refund Applications

To make a refund application, you need to submit a Student Refund Application to Enhance.

To support your application, you will also need to submit a Change of Enrolment form (for domestic students) or International Student Program Withdrawal Form (for international students) to your Enhance region, to formally identify your need to change or cancel your enrolment.

All student refund applications must be made within:

- 12 months of the close of study date (for domestic students); and
- 6 months of the close of study date for the semester (for International students).

Student Refund Decisions

Enhance will make its decision within 20 business days (or 28 calendar days for International students) of receiving all the information required to support your application.

If you are not eligible for a student refund, Enhance will formally notify you of its refund decision in writing.

If you do receive a student refund, Enhance will provide you with the refund to your nominated bank account.

Reviews of Student Refund Decisions

If you are dissatisfied with the outcome of your student refund request Enhance will provide you with the option of requesting an internal review. Your internal review request must be made within 20 business days. Enhance will provide written notice of the appeal decision within 20 business days of the internal review request being received.

If you are dissatisfied with the outcome of the internal review you may request an external appeal via the Queensland Ombudsman.

Minimum Refund Calculation as Per ESOS Legislation

Under the legislation ESOS (Calculation of Refund) Specification 2014

<http://www.comlaw.gov.au/Details/F2014L00907> clear guidelines are provided on calculating refunds in the following circumstances.

Fee calculations will be rounded up to whole dollar amounts.

1. Provider Default

Method for working out amount of refund of tuition fees in event of provider default -

Refund amount = weekly tuition fee × weeks in default period

2. Provider does not enter into a compliant student agreement

Refund amount = weekly tuition fee × weeks in default period

3. Student Default

I. VISA REFUSAL:

The amount of a refund is the amount of the course fees, minus the administration fees of \$200

II. STUDENT DEFAULT 'OTHER'

(1) This section applies if:

- a. a registered provider is required to provide a refund because of a default by a student; and*
- b. Section 8 (Method for working out amount of refund if provider does not enter into compliant student default agreement) and*
- c. Section 9 (Method for working out amount of refund in event student fails to start a course due to visa refusal) do not apply.*

Refund amount = weekly tuition fee × weeks in default period

Note: This section would apply where a student whose visa has been refused has withdrawn from the course after it commenced or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.

* **Course fees** for a course is the sum of:

- (a) the tuition fees received
- (b) the non-tuition fees (if any) received

In all other cases, refunds are at the discretion of the Chief Executive Officer, Enhance College of Technology and may be negotiated on an individual case-by-case basis.

Education Agents are not authorised to accept payment on the Enhance College of Technology's behalf.

Student default occur when:

- The student does not commence the course on the date specified in the student's CoE and does not notify the Institute
- The student fails to pay any monies for which he/she was liable to pay to Enhance College, directly or indirectly
- The student breaches a condition of student visa
- If after deferring, a student gives written notice that they do not wish to continue/start their studies
- Misconduct or Misbehaviour by the student
- Student cancel their course without formally cancelling their enrolment with enhance College.

Refunds paid if Enhance College of Technology defaults

A full refund of all unused pre-paid fees will be made if a CRICOS course is cancelled by Enhance College of Technology for any reason. In this instance a refund will be made in 2 weeks.

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund of all unused pre-paid fees by Enhance College of Technology or placed in an alternate course **if** acceptable to the student at no extra cost and agreed to by the student in writing and evidence kept on the student file.

Refunds due to provider default in this instance will be paid within 14 days.

Also Refer: ESOS (Calculation of Refund) Specification 2014

<http://www.comlaw.gov.au/Details/F2014L00907>

Tuition Protection Service

If Enhance College of Technology is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student, the unused portion of the prepaid tuition fees.

The TPS Director may recover from the College as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service <https://tps.gov.au/StaticContent/Get/Faqs>

Unclaimed Funds

Enhance College of Technology will pursue to contact students who have not requested a refund within 4 weeks of leaving the College and keep such evidence on the student file.

Procedure

Students should not pay any course money until they have signed and lodged a formal written agreement/acceptance of offer. However, if students pay by direct payment into our bank account or another means eg mail prior to signing a formal written agreement, we cannot use the course money received. We will immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Enhance College of Technology will keep such evidence on the student file.

Students requesting a refund must be given a *Refund application form*. If possible, students should also be given a copy of the *Refund policy* as per their signed *Formalisation of Enrolment (or their current signed Refund Policy)*. Students should also be given a copy of the *Complaints and Appeals Policy*.

Students are to be advised to make an appointment to discuss the situation with the Compliance Manager where possible.

When students present with a completed refund application, receiving staff are to ensure it is complete. All evidence eg medical certificates must also be attached to the form.

Refund applications are given to the Compliance Manager for processing/calculating the refund appropriate. The Compliance Manager will consult with the PEO/CEO as necessary. The Compliance Manager/CEO may request an interview with the student. Applications for Refunds **MUST** be processed completely within 4 weeks from date of a completed-application, except for visa refusal OR provider default, in which case students will be refunded in 2 weeks.

Enhance College of Technology refund policy as per the student's enrolment contract applies unless a newer policy (signed and agreed by student) exists is to be followed.

Students are to be notified in writing of the outcome of their refund request within 4 weeks of receipt. Unclaimed refunds are to be followed up by the Compliance Manager within 4 weeks of student leaving and all evidence kept on file.

Students seeking a refund while “outside Australia” must complete and submit the application to Enhance College by the student or the agent to the Overseas Representative Office. They must include in their Refund request letter, their contact details, and the reason for the request for a refund. Appropriate supporting evidence must be provided with the letter.

<p>TIMELINES/REQUIREMENTS FOR PROVIDER AND STUDENT DEFAULT - Refer Sections 46 & 47 of the ESOS Act 2000</p>
<p>PROVIDER DEFAULT Enhance College of Technology must notify DET and the TPS Director within 3 business days if we default and notify students in writing.</p>
<p>Within 14 days either offer an alternate place at Enhance College of Technology's expense (student must accept in writing) or refund the student's unused fees</p>
<p>Notify DET and TPS Director of provider default outcomes within 7 days of the alternative course or provide a refund to the student/s.</p>
<p>If a registered provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director.</p>
<p>The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.</p>
<p>STUDENT DEFAULT The Enhance College of Technology written agreement /acceptance of offer must include refund requirements in the case of student default.</p>
<p>Enhance College of Technology must notify DET and TPS Director of student default only if the student's visa is refused or if there is no compliant Written Agreement in place. Enhance College then has 7 days after the end of the obligation period (35 days after the default occurs) to give notice via PRISMS of the outcome of the discharge of Enhance College obligations. Enhance College does not report on student refunds where a compliant written agreement is in place and it is not a refund due to a visa refusal.</p>
<p>Enhance College of Technology must refund in 4 weeks except for student visa refusal (2 weeks).</p>
<p>IF Enhance College of Technology does not have a compliant written agreement, or if a student's visa is refused, refunds are calculated as per 47E(4) of the ESOS Act 2000 Refer http://www.comlaw.gov.au/Details/F2014L00907/Html/Text#_Toc382906411 Section 8 Refund amount = weekly tuition fee x weeks in default period</p>
<p>REPORTING ON PRISMS (STUDENT DEFAULT) Providers must report changes to a student's enrolment as required by section 19 of the ESOS Act within 31 days. EXCEPT IF: The student is under 18 years of age and does not commence their course or terminates their studies; they must be reported via PRISMS within 14 days.</p>