



POLICY

FEES & REFUNDS POLICY

Table of Contents

1. Purpose	2
1.1 Background	2
1.2 Objectives	2
2. Scope	2
2.1 Applicability	2
2.2 Exclusions	2
3. Definitions	2
3.1 Key Terms	2
3.2 Acronyms	3
4. Policy Statement	3
5. Responsibilities	3
5.1 Individual Roles	3
5.2 Committee Roles	3
5.3 Reporting Requirements	4
6. High-Level Procedures	4
6.1 Overview	4
6.2 Key Steps	4
6.3 Responsibilities and Authorities	4
7. Compliance and Monitoring	4
7.1 Compliance Measures	4
7.2 Monitoring Methods	4
7.3 Consequences of Non-Compliance	4
8. Related Documents	5
9. Review and Revision	5
10. References	5
11. Approval and Endorsement	5
12. Document Control	6

1. Purpose

1.1 Background

The purpose of this policy is to outline the conditions under which the Australian Guild of Education (AGE) provides refunds to students. Refund eligibility varies based on the timing and circumstances of the request. This policy ensures compliance with Australian laws and regulations, including consumer protection laws, the *Higher Education Support Act*, the *Education Services for Overseas Students (ESOS) Act*, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018).

1.2 Objectives

The objective of this policy is to establish fair and transparent processes for students seeking refunds, ensuring AGE meets its legal and regulatory obligations, and to inform students about their rights and responsibilities regarding refunds.

2. Scope

2.1 Applicability

This policy applies to all current and prospective students at AGE, including domestic and international students, as well as all AGE staff involved in the refund process.

2.2 Exclusions

This policy does not cover situations where students withdraw from a course due to academic or non-academic misconduct, nor does it address refunds for third-party services (such as accommodation or Overseas Student Health Cover), which must be handled with the respective service providers.

3. Definitions

3.1 Key Terms

- **Appeal:** A request for reconsideration of a decision made by AGE.
- **Census Date:** The last date students can withdraw from a course or unit without incurring academic or financial penalties.
- **CoE (Confirmation of Enrolment):** A document issued by AGE, confirming the eligibility of an overseas student to enrol in a course, required for student visa applications.
- **Commencement Date:** The first day of teaching in the student's first study period.
- **ESOS Act:** *Education Services for Overseas Students Act 2000*.
- **International Student Tuition Fees:** As defined by Section 7 of the *ESOS Act*, fees paid directly or indirectly by or on behalf of an overseas student to AGE for course provision.
- **Overseas Student:** A student holding a visa for study in Australia, as defined by the *ESOS Act*.

3.2 Acronyms

- **EAP:** Education Access Plans.
 - **TEQSA Act:** Tertiary Education Quality and Standards Agency Act 2011.
 - **TPS:** Tuition Protection Service.
-

4. Policy Statement

AGE is committed to ensuring that students are well-informed about their rights and obligations regarding refunds. Refunds will be processed in accordance with:

- *TEQSA Act 2011.*
- *Higher Education Standards Framework (Threshold Standards) 2021*, especially Standards 1.1 and 7.2.
- *ESOS Act* and related *National Code of Practice 2018* Standards 2.1, 3.1, and 8.
- *Education Services for Overseas Students (Calculation of Refund) Specification 2014.*
- Australian consumer protection laws.

Refunds will only be made once the following conditions are met:

- AGE has received cleared funds into its account.
- The student's course or unit cancellation has been processed.
- The student has no outstanding debts with AGE.

Refunds will be made to the individual or organisation that originally paid the fees. Students who misrepresent their applications are not entitled to refunds. All refund applications must be submitted within six months of the relevant study period's commencement.

5. Responsibilities

5.1 Individual Roles

- **Students:** Responsible for submitting refund requests in writing and ensuring all supporting documentation is provided.
- **Student Support Officer:** Manages student support queries related to refunds and provides guidance on the application process.
- **Finance Officer:** Ensures timely processing of refund payments and compliance with financial regulations.

5.2 Committee Roles

- **Board of Directors:** Provides oversight and approves changes to the Fees and Refunds Policy.
- **Executive Management Committee:** Reviews and monitors the implementation of the policy.
- **Finance Committee:** Ensures that refunds are processed in compliance with financial reporting standards.

5.3 Reporting Requirements

The Finance Officer must provide a quarterly report to the Finance Committee regarding the status of refund requests, payments, and any disputes.

6. High-Level Procedures

6.1 Overview

This policy outlines the high-level process for requesting refunds. Detailed procedural steps for applying for refunds, including the documentation required and specific circumstances (e.g., visa refusal, withdrawal), are contained in the **Fees and Refunds Procedure** document.

6.2 Key Steps

- Students must submit a completed **Request for Refund Form** and any supporting documents.
- The refund request will be reviewed by the Finance Officer.
- Refunds will be processed within four weeks of approval.

6.3 Responsibilities and Authorities

- The **Finance Officer** is responsible for processing refund requests.
 - The **CEO** approves all refund payments over a certain threshold.
-

7. Compliance and Monitoring

7.1 Compliance Measures

Compliance with this policy will be monitored through internal audits conducted by the Finance Committee and overseen by the Executive Management Committee.

7.2 Monitoring Methods

Student refund requests and payments will be tracked via AGE's financial system. The Finance Committee will review compliance with refund policies quarterly.

7.3 Consequences of Non-Compliance

Failure to comply with this policy may result in financial penalties or reputational damage to AGE. Instances of non-compliance will be reviewed by the Board of Directors.

8. Related Documents

Document	Details
Internal Documents	<ul style="list-style-type: none">- Request for Refund Form- Student Deferment, Suspension, and Cancellation of Study Policy- Student Grievance Handling Policy- Fees and Refunds Procedure
External References	<ul style="list-style-type: none">- Education Services for Overseas Students Act 2000 (ESOS Act)- Higher Education Standards Framework (Threshold Standards) 2021

9. Review and Revision

Review Aspect	Details
Review Schedule	This policy will be reviewed every three years, or earlier if legislative changes occur, by the Board of Directors.
Revision History	Version Number: 1.0 Date of Effect: 01 April 2024 Details: Initial Version

10. References

Legislation	Reference and Hyperlink
Education Services for Overseas Students Act 2000	ESOS Act
Higher Education Standards Framework 2021	HESF 2021

11. Approval and Endorsement

Approval Aspect	Details
Endorsing Committee(s)	Finance Committee, Executive Management Committee
Approval Authority	Board of Directors
Initial Date of Approval	7 March 2024



12. Document Control

Document Aspect	Details
Version Number	1.2
Updated on:	11 September 2024
Approved by:	Board of Directors
Effective Date:	11 September 2024
Committee Review Date	11 September 2025