Refund Policy & Procedure

Purpose
The following procedures ensure all students are treated fairly and with integrity when applying for refunds.

Scope
This policy applies to all staff of acumen education that is responsible for the processing of the Refund application and/or arranging for the payment of refund, collecting outstanding tuition fees and/or attending to student queries in respect to refund and payable tuition fees.

Policy
This policy/procedure supports ‘Standard 3’ of ‘The National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ 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.’

And

NVR Standards SNR22.2 which states
‘(b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee and
(e) The organisation’s refund policy.’

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the student support officer, and then forwarded to the admin manager for processing and the following procedures followed in assessing the application.

- All ‘refunds’ are to be signed off by Operations Manager.
- Refund application processed within 7 days of the application being placed.
- If student is entitled to a refund, the payment shall be made within 10 days of receiving the student’s application.
- Enrolment fee at acumen is non-refundable.

Definitions

| CRICOS: | Commonwealth Register of Institutions and Courses for Overseas Students. |
| ESOS Act: | Education Services for Overseas Students Act 2000 of the Commonwealth of Australia. |
Prospective Student: A person who intends to become, or who has taken any steps towards becoming, a Student an 'overseas Student' or 'intending overseas Student' as defined by the ESOS Act.

Agent: An accredited person or organisation with the authority to promote Acumen Institute of Further Education’s courses and services to Students or intending Students in nominated regions.

International Student: A person (whether within or outside Australia) who holds a Student Visa and is an 'overseas Student' as defined by the ESOS Act.

Refund for International Students

PROCEDURE

- All refund information is made available to students through the enrolment process and is included on the letter of offer which the student signs prior to acceptance into a course of study with Acumen Education and money accepted from a student.

- Refunds due to non-delivery of course by RTO

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start on the agreed starting date which is notified in the 3.5 Letter of Offer and Acceptance Agreement.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000, the ESOS Regulations 2001 and Tuition Protection Service (TPS).
  - Refunds under these conditions will be paid in full within 10 days.
  - Acumen Education may arrange for another course to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Acumen will not be liable to refund the money owed for the original enrolment.

Refunds based upon Refund application

- All applications for refund must be made in writing by way of the refund application and submitted to the student support officer and then it will be forwarded to the admin manager for processing.
- Where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.
- Refund application is to be signed off by the operations manager within 7 days from the date of refund application being lodged. If student is entitled for a refund, the payment shall be made within 10 days of receiving the student’s refund application.
- Any initial deposit paid by the student is not subject to refund after the student’s visa has been granted.
The refund is calculated based on the following table.

<table>
<thead>
<tr>
<th>Enrolment Fee</th>
<th>Tuition Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa refused</td>
<td>Non Refundable</td>
</tr>
<tr>
<td></td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal notified in writing and received by the Institute 10 Weeks or more prior to course commencement</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement.</td>
<td>70% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal notified in writing and received by the Institute less than 28 days prior to course commencement.</td>
<td>No refund of current course tuition fees</td>
</tr>
<tr>
<td>Course withdrawn by Acumen Education.</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Acumen Education is unable to provide the course for which the original offer was made.</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Visa extension is refused</td>
<td>Return of unused tuition fees*</td>
</tr>
</tbody>
</table>

* The unused tuition fee is calculated based on the duration the student has been enrolled.

1) Counting of Days Starts from Next Day of the receipt of form by acumen and end day will be calculated 1 day before course commencement (example: If refund application reaches acumen on the 1st of a month the counting Starts from 2nd and If a student is starting on 3rd of a Month then the days counted will be until 2nd of that Month) and VISA Refused applies to only students applying from overseas and not the VISA extension. Proof from Immigration department of VISA Refusal must be submitted along with the refund application form.

2) Refund application requests must be made in writing on the Refund Application Form provided by the Institute. The refund application form is available on request from Student support Officer @ Reception or Online www.acumen.edu.au

3) All refunds must be in accordance with ESOS requirements and the refund agreement signed by the student and maintained in their individual student file, Student Management System and in MYOB.

4) A written explanation (3.4 Refund Calculation Statement) as to how the refund was calculated and a copy of the refund agreement that was signed by the student must accompany student refunds.

5) Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager / CEO for final approval.

6) Details of refunds provided must be maintained in individual student files.

7) The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia’s consumer protection law.

8) In the event that the course did not start on the agreed start date (and the student has not elected to commence the course on a new starting date), or the Course ceased to be provided by acumen at any time after it started, but before it was completed, the student shall be entitled to a refund of all course money they have paid to date.
The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

• complete their studies in another course or with another education provider or
• receive a refund of their unspent tuition fees.

“In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia’s global reputation.

Some of the key features are:

• A new national TPS which will replace a range of existing tuition assurance arrangements.
• A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
• Specified providers to keep initial prepaid fees in a separate account until a student commences study.
• Student refunds will be based on unexpended tuition fees (rather than on total course cost as previously).”

More details about these and related reforms can be found at www.aei.gov.au.

Refund for Domestic Students

Refund application is to be processed by the admin manager within 7 days from the date of application lodged. If student is entitled for a refund, the payment shall be made within 10 days of receiving the student’s application. The refund is calculated based on the following table.

<table>
<thead>
<tr>
<th>Enrolment Fee</th>
<th>Non Refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fees</td>
<td></td>
</tr>
<tr>
<td>Withdrawal before the commencement date</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Withdrawal on or after the commencement date</td>
<td>No refund</td>
</tr>
<tr>
<td>Course withdrawn by Acumen Education</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>Acumen Education is unable to provide the course</td>
<td>100% refund of tuition fees</td>
</tr>
<tr>
<td>for which the original offer was made</td>
<td></td>
</tr>
</tbody>
</table>

1. Counting of Days Starts from Next Day of the receipt of form by acumen and end day will be calculated 1 day before course commencement (example: If refund application reaches acumen on the 1st of a month the counting Starts from 2nd and If a student is starting on 3rd of a Month then the days counted will be until 2nd of that Month.)

2. Refund application requests must be made in writing on the Refund Application Form provided by the Institute. The refund application form is available on request from Student support Officer @ Reception or Online www.acumen.edu.au
3. All refunds must be in accordance with this policy and the refund agreement signed by the student and maintained in their individual student file, Student Management System and in MYOB.

4. A written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student must accompany student refunds.

5. Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager for final approval.

6. Details of refunds provided must be maintained in individual student files.

7. The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia’s consumer protection law.

8. In the event that the course did not start on the agreed start date (and the student has not elected to commence the course on a new starting date), or the Course ceased to be provided by Acumen at any time after it started, but before it was completed, the student shall be entitled to a refund of all course money they have paid to date.