

Refund Application Form

| Personal Details | | | |
|---|-------|---|--------------------------|
| Full Name: | | Mobile: | |
| Email: | | | |
| Fees and Amount Paid | | | |
| <input type="checkbox"/> Foundation English 1 | AUD\$ | <input type="checkbox"/> Enrolment Fee | AUD \$200 |
| <input type="checkbox"/> Foundation English 2 | AUD\$ | <input type="checkbox"/> Materials Fee (per term) | AUD\$ |
| <input type="checkbox"/> Certificate IV in Business | AUD\$ | <input type="checkbox"/> OSHC | AUD\$ |
| <input type="checkbox"/> Diploma of Leadership & Management | AUD\$ | <input type="checkbox"/> eCoE issue Fee/Revise eCoE Fee/per coe | AUD \$ |
| <input type="checkbox"/> Certificate IV in Hospitality | AUD\$ | <input type="checkbox"/> Recognition of Prior Learning (RPL) application/Unit | Pro-rata per unit |
| <input type="checkbox"/> Diploma of Hospitality Management | AUD\$ | <input type="checkbox"/> Accommodation Placement Fee | AUD \$300 |
| <input type="checkbox"/> IELTS Preparation Course | AUD\$ | <input type="checkbox"/> Homestay Accommodation Fee | AUD\$350/week |
| <input type="checkbox"/> English for Academic Purpose | AUD\$ | <input type="checkbox"/> Airport Pickup | AUD \$150 |
| Refund Reason | | | |
| I have withdrawal 29 days or more before the course commencement – 100% Refund | | | <input type="checkbox"/> |
| I have withdrawal 28 days or less before the course commencement – 50% Refund | | | <input type="checkbox"/> |
| I have withdrawal 14 days or less before the course commencement – 25% Refund | | | <input type="checkbox"/> |
| Visa Refusal | | | <input type="checkbox"/> |
| Course cancelled by the college | | | <input type="checkbox"/> |
| Other – Please state | | | <input type="checkbox"/> |
| Refund Nominated Account Detail (AGENT ONLY) | | | |
| Account Name: | | | |
| BSB: | | Account Number: | |
| Student Signature: | | | |
| Notice of Refund Decision (Office Use ONLY) | | | |
| Your request for a refund has been: <input type="checkbox"/> Approved <input type="checkbox"/> Not approved: | | | |
| Refund Calculation/Decision Explanation: | | | |
| Date: | | Account Signature: | |
| <input type="checkbox"/> I understand and accept this decision and any refund offered as described above, and I have been given a copy of this decision | | | |
| <p>If your request was not approved, you may lodge an appeal of this decision within 10 working days of the date of this letter, in accordance with AEC's Complaints and Appeals Policy and Procedure SC14-I. Please refer to the policy or to the <i>Student Handbook</i> for more information about the appeals process. In accordance with Standard 3 of the National Code, please note that 'this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the <i>Australian Consumer Law</i> if the <i>Australian Consumer Law</i> applies'. If you require further advice or clarification regarding your refund, please contact the School office.</p> | | | |
| Student Printed Name: | | | |
| Date: | | Signature: | |

Refunds

| Non-Refundable Fees and Charges *Please refer to AEC's Fees and Refund | | | |
|--|--------------------------|---|----------|
| Enrolment Fee | AUD\$200 | Re-issue of Certification of Completion (or Partial Completion) | AUD\$100 |
| Late Payment Fee | AUD\$200 | Recognition of Prior Learning (RPL) application Fee | AUD\$100 |
| eCoE issue Fee/Revise eCoE Fee | AUD\$50/eCoe | RPL Letter | AUD\$20 |
| ID Card Replacement Fee | AUD\$50 | Deferral of study | AUD\$100 |
| Re-assessment/re-sit per unit | AUD\$100/Unit | Re-issue of Testamur and Statement of Result(s)/each | AUD\$100 |
| Homestay Placement Fee | AUD\$300 | Airport Pickup | AUD\$150 |
| Homestay Fee/week | AUD\$350 | Card Surcharge | 2.3% |
| Interim Transcripts | AUD\$10 | Withdraw Administrative Fee | AUD\$150 |
| Instalment Service Fee | AUD\$20/Instalment | Laminating | AUD\$10 |
| Photocopy/Printing per page | AUD\$0.2/B&W \$0.4/Color | Late Enrolment Fee | AUD\$50 |
| Confirmation Letter | AUD\$20 | Change of Course Request | AUD\$50 |
| RPL for Certificate II, III, IV | Pro-rata per unit | | |

If the refund was approved, Australian English Colleges will issue the refund or adjustment notice within 20 working days of receipt of the *Refund Application Form*.

Notes:

AEC will retain the written record of acceptance for two years after the student ceases to be an accepted student. This written agreement does not affect the rights of the student to make complaints and seek appeals under AEC's *Complaints and Appeals Policy and Procedures*.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

REFUNDS

Our refund policy is included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

The following tuition and non-tuition fees are not refundable under any circumstances, including visa rejection:

- Enrolment Fee: AUD \$200
- eCoE issue/Revise Fee: AUD \$50/eCoE
- Airport pick-up fee: AUD \$150
- Homestay accommodation placement fee: AUD \$350

Homestay accommodation

The homestay accommodation placement fee is non-refundable.

All homestay accommodation fees must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees.

Education agents

If you use an education agent and that agent charges their own fees to students (in addition to Australian English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. Australian English Colleges is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Refunds prior to course commencement

- 100% refund where offshore student is refused a visa
- 100% refund where Australian English Colleges cancels the course prior to commencement
- 100% refund where a student formally withdraws 29 days or more prior to the course commencement
- 50% refund where a student formally withdraws less than 28 days before the course commencement.
- 25% refund where a student formally withdraws less than 14 days before the course commencement.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount.

Refund after course commencement

- A partial refund will be paid in the event of Australian English Colleges default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default
- If a on shore student is refused a visa but has already commenced their course, the non-tuition fees will not be refunded. However, partial tuition fees will be calculated pro-rata and to be refunded upon the receiving of official refund application form as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014.

Compassionate and compelling circumstances

- A candidate/student is unable to obtain a student visa due to circumstances not caused by them or beyond their control;
- Illness or disability prevents a student from taking up the course;
- There is death of a close family member of the student (parent, sibling, spouse or child); or
- Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the CEO as preventing a student from taking up the course

The candidate/student will need to provide related official documents for approval, AEC remains the right to refuse the application without the appropriated documentation.

The candidate/student will have the right to choose whether to seek a full refund of the fees, or to accept a place in another course. If the candidate/student chooses placement in another course, the College will ask the candidate/student to sign a new student agreement to confirm acceptance of the placement.

Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees, even where compassionate and compelling circumstances are found to exist.

Other circumstances where no refund (0%) will be provided

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or
 - Formally Withdraws from the course at that location or
 - Did not pay the tuition and non-tuition fees due
- Australian English Colleges terminates a student's enrolment because of a failure to comply with Australian English College's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.
- Where a student does not commence or formally withdraws from a course after the agreed start date or course start date, the student will not be entitled for a refund and will still be liable for the tuition fee for that/current term or study period

Leave of absence, deferral, and suspension of studies do not entitle a student for a refund of tuition fees for the duration for which such absence, deferment or suspension were effected;

A student whose enrolment is either suspended or cancelled by the College for whatsoever reason during an enrolment period, including but not limited to misbehavior or non-payment of fees to the College, shall not be eligible for a refund for that term;

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Procedure for Claiming Refunds

- A \$200 of Refund Administrative Fee will be deducted in case of applying a refund
- All refund claims must be submitted in writing via College's *Refund Application Form* accompanied by appropriate supporting documents as specified to the College reception.
- All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person (e.g. students residing overseas or international students) to claim a refund, the student must send a scanned copy of their signed forms to the Student Admissions Officer either by email or facsimile. On receipts of email or facsimile applications, the Student Admissions Officer will verify student's signatures on records and may also telephone the student to verify student's identity. No refunds will be made on email or facsimile applications until the time when student's identity has been verified.
- All applications for the refund will be authorized by the Chief Executive Officer (CEO).
- When an amount is refunded to an international student, AEC will provide the student with a statement explaining how the refund amount has been calculated.
- A refund of fees in relation to an international student will be made in the same currency in which the fees were paid and be made to the party who entered into the written agreement with the College, unless that person directs the College otherwise in writing.
- In normal circumstance, the College will refund the amount within 20 working days after receipt of the completed and signed Refund Request Form together with appropriate supporting documents.
- Payments will be made to students either by cheque (domestic students) or telegraphic transfer (international students) in their nominated bank accounts.

Grievances and Appeals

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome, including reasons for the decision. A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the Student Complaints and Appeals Policy and Procedure.

The policy can be obtained from AEC's website (<http://www.bic.edu.au>) or through student services (students@bic.edu.au) or the front desk.

Availability of the College's complaints and appeals processes does not remove the right of a student or an intending student to take action under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.