

Refund Policy

POLICY PURPOSE

The purpose of this policy is to ensure that:

- all UTS College Staff are aware of the rights and obligations of UTS College students with regard to refunds of payments made to UTS College, and the circumstances in which they are eligible for a full or partial refund.
- students know their rights in relation to refunds.
- Refunds are processed in a way that minimises the risk of money laundering.

SCOPE

The policy applies to all students admitted to UTS College English courses, Diploma courses, Graduate Certificates and to UTS Foundation Studies programs offered in Australia. Third Party Providers of student accommodation, transport and welfare services are bound by this Policy. Refund Policies for students studying at partner institutions outside Australia are detailed in offer letters.

DEFINITIONS are set out at the end of this policy.

POLICY PRINCIPLES

Principle
INTERNATIONAL STUDENTS
<p>1. The international student processing fee of A\$250 will be refunded only if:</p> <ul style="list-style-type: none"> a) UTS College cancels the program for which the student is admitted; b) There are compassionate or compelling circumstances.
<p>2. 100% tuition fees will be refunded in the following circumstances:</p> <ul style="list-style-type: none"> a) UTS College cancels the program for which the student is admitted; or b) The student is refused a visa for study, provided that original documents evidencing the refusal include an original letter from the Australian Embassy, High Commission or Immigration Office; (please note that where a visa renewal is rejected due to breaches in visa conditions this rule does not apply); or c) The student fails to meet UTS College's academic entry requirements d) The student's admission is rejected e.g. due to failure to be granted a release, failing to satisfy GTE requirements, providing fraudulent documentation.
<p>3. 80% of tuition fees will be refunded if UTS College receives written notice of cancellation of enrolment from the student at least 28 days prior to the course commencement date for which the student is admitted.</p>

Principle
<p>4. 50% of tuition fees will be refunded if UTS College receives written notice of the cancellation of enrolment from the student less than 28 days before the course commencement date for which the student is admitted.</p>
<p>5. No tuition fees will be refunded if the student cancels their enrolment on or after the course commencement date except in compassionate or compelling circumstances. Documentary evidence must be supplied in these situations and any refund amount will be determined at the discretion of the Chief Operating Officer (COO) or the the Admissions and Enrolment Manager. Late arrival in Australia does not classify as compassionate or compelling circumstances.</p>
<p>6. If a student defers their course after payment of tuition, the course commencement date is the first day of orientation of the course in which the student was originally admitted.</p>
<p>7. Refunds will be calculated pro-rata for students already at UTS College in the following conditions:</p> <ul style="list-style-type: none"> a) The student has been excluded from UTS College and reported to the Department of Home Affairs for breach of their visa conditions (intention to report process) due to unsatisfactory attendance or performance (Note: the student will not be excluded or reported until any internal or external appeals against the decision to report have been resolved.) b) When compassionate or compelling circumstances have been accepted by the COO or the Admissions and Enrolment Manager.
<p>8. Students who are reported for non-payment of fees are eligible for refund of any fees remaining in credit after deduction of any unpaid fees e.g. FTE TPS second instalment fees.</p>
<p>9. In instances where a student completes their ELT course earlier than anticipated (by meeting the English entry requirements of the following academic course) they can use any remaining credit for further studies at UTS College. If the student chooses not to do so, they will be given a 100% refund of fees paid for any full term(s) of study they have not undertaken. Refunds will not be given for partially completed terms. The student will be made aware of the potential impact on their student visa status when altering their study duration.</p>
DOMESTIC STUDENTS
Academic Course Fees
<p>10. If UTS College receives written notice of the student's withdrawal from the course on or before the census date, 100% of tuition fees will be refunded.</p> <p>11. After the UTS college census date, no tuition fees will be refunded, except in compassionate or compelling circumstances. Documentary evidence must be supplied in these situations and any refund amount will be determined at the discretion of the Chief Operating Officer or the Admissions and Enrolment Manager and any refund amount will be calculated as per the conditions for this policy.</p>

Principle
<p>English Course Fees</p> <p>12. Domestic students undertaking English courses are subject to the refund conditions as listed for international students.</p>
<p>Homestay Fees and Airport Welcome Fees collected by UTS College</p> <p>13. Airport Welcome Service</p> <p>The Airport Welcome fee will only be refunded when</p> <ul style="list-style-type: none"> a) UTS College is unable to provide accommodation or Airport Welcome services or b) a request to cancel Airport Welcome is received -48 hours or more before the service is to be offered.
<p>OSHC (Overseas Student Health Cover)</p> <p>14. 100% of the fees will be refundable if the student did not arrive in Australia or is planning not to arrive.</p>
<p>Special Circumstances</p> <p>15. Students on foreign government scholarships must have written approval from their Embassy or Cultural Mission, for a refund to be considered. All fees held in credit will be refunded to their scholarship managers.</p> <p>16. A refund form can be completed by the student's Scholarship Manager</p>
<p>CELTA STUDENTS (certificate in English Language Teaching to Adults)</p> <p>17. Deposits and fees are not transferable or refundable, unless UTS College cancels the course.</p>
<p>UTS College obligations</p> <p>18. An Application for Refund of Fees form must be submitted for all refund requests along with any other supporting documents if applicable.</p> <p>19. All refund requests must be authorised according to the Delegated Financial Authority Policy.</p> <p>20. All approved refunds will be paid within four weeks of receiving the written claim, including all required documentation and information, from the student, unless the refund is due to UTS College cancelling the program for which the student was admitted. In this instance, UTS College will pay the refund within two weeks of the course commencement date.</p> <p>21. Tuition Protection Service (TPS) legislation requires that UTS College only accepts 50% of the ELT fee where the duration of the ELT course is greater than 24 weeks or 50% of the total course fee (for some accelerated diploma courses) unless the students requests in writing to be allowed to make an additional payment. Any payment by international students in excess of 50% of the course fee requested is refunded to the student.</p>

Principle
22. Any outstanding debt will be deducted from any remaining credit before any refund is processed.
23. UTS College will process refund transactions as follows: <ul style="list-style-type: none"> a) <u>For FEE-HELP domestic students</u>, refunds will be remitted to the DE. b) For <u>international students</u> who completed their ELICOS course earlier than anticipated and are enrolled in further studies at UTS College, the balance amount on their account will be credited towards the student's future tuition costs. c) For <u>international students</u> transferring to another institution, any refunds will be made payable to the student (unless the student authorises in writing payment of the refund to another person). For <u>international students</u> who have returned to their country of origin, or have made a refund request from overseas, refunds will be made in the form of a telegraphic transfer to the student's account in their country of origin. d) For <u>students</u> on foreign government scholarships, refunds will be made according to written advice received by the Embassy or Cultural Mission of their country.
24. Staff calculating refunds may refer to the Refund Reference Guide internal document).
25. Students must be informed of refund application outcomes in writing and where a refund has been granted the student must be given a written statement explaining how the refund amount was calculated. For scholarship students, the Scholarship Manager is informed e.g. SACM.
26. Where a refund has not been granted, reasons for this must be stated in writing.
27. Money laundering involves processing criminal profits to disguise their illegal origin. People who finance terrorism use similar processes to channel funds to violent causes and to disguise who is providing the money. To minimise the risk of money laundering, as a general rule UTS College prefers to pay refunds to students or to the same person who originally paid fees to UTS College. The exceptions to this general rule are set out in student offer letters.

DEFINITIONS

Affiliates	UTS College Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
Agent	An organisation involved in a contractual relationship with UTS College in recruiting students to study at UTS College. Otherwise referred to as an Education Agent
CENSUS Date	The particular date each semester by which FEE-HELP students must withdraw to avoid incurring a FEE-HELP debt.
Compassionate and Compelling circumstances	Compassionate or compelling circumstances are: <ol style="list-style-type: none"> 1. outside of your control 2. impact on your ability to study, and 3. are documented by evidence.

Course commencement date	The day on which the course was scheduled to start, as advertised by the provider
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
Dates	The dates mentioned in this policy, should be interpreted as Calendar dates.
Domestic Student	Australian and New Zealand Citizens, Australian Permanent Resident (PR) Visa holders
ELT	In this policy English Language Teaching programs registered to be offered by UTS College on CRICOS)
FEE_HELP	A loan scheme that assists eligible full fee-paying students pay their tuition fees at university and other higher education providers.
FTE	Full time English
International Student	Students other than domestic students
Scholarship Manager	External bodies such as Foreign embassies and Cultural Missions e.g. SACM
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
Third Party Homestay Provider	Third party provider approved by UTS College to provide Homestay accommodation and related support services. This includes Special Homestay Host arrangements.
UTS College	UTS College Limited and its controlled entities.

SUPPORTING DOCUMENTS

- ESOS Act (2000)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Tuition Protection Service (TPS) legislation
- Higher Education Support Framework Threshold Standards (2021)
- Refund Procedure
- Student Complaints and Appeals (Non-academic) Procedure
- Offer Letter Terms and Conditions
- International Student Transfer Request Assessment Policy
- Application for Refund of Fees Form
- Refund Reference Guide (internal document only)
- Delegated Financial Authority Policy
- Homestay Policy and Procedure
- Student Residential Accommodation and Welfare Policy and Procedure

ADMIN USE ONLY

APPROVAL		
Position title:		Date: 1 November 2019
	Managing Director	
Policy Title	Refund Policy	
Executive	Chief Operating Officer	
Manager	Registrar	
Policy ID	PO/OPS/05/19	
Effective Date	1 November 2019	
Approved by	Executive	Date 1 November 2019

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		October 2019	