

## CHS Overseas Students Refund Procedure

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## 1. Purpose

This procedure sets out the process that an international student on a student visa must follow to get a refund if they withdraw from a course or unit of study.

## 2. Scope

Applies to all CHS commencing and re-enrolling overseas students and those seeking to and withdrawing from a course or courses for which they have paid fees. It also applies to those overseas students whose CoEs for courses for which they have paid fees are cancelled.

This procedure applies to all tuition fees paid including those collected by education agents on behalf of CHS and its associated registered provider, plus non-tuition fees and overseas student health cover fees.

Other non-tuition fees are excluded and thereby non-refundable. These include the enrolment fee, the CoE processing fee, the change of course fee, and the airport pick-up fee.

## 3. Definitions

Item	Definition
<i>Agent commission fees</i>	The fees payable to approved CHS agents for completed student enrolments.
<i>Appeal</i>	The review of a decision made by CHS under this policy.
<i>Applicant</i>	The student making an application to CHS under this policy.
<i>Census date</i>	The final day for withdrawal from a course or unit of study without incurring academic penalty.
<i>CoE</i>	Confirmation of Enrolment.
<i>Compassionate and compelling circumstances</i>	<p>Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to: commence their course on the scheduled start date, but within two weeks of that date; or to attend scheduled classes for a significant period of time during the enrolment period.</p> <p>Such circumstances include, but are not limited to: Inability to begin studying at the scheduled date due to the late issue of a student's visa and consequent delay in travel to Australia; serious illness or injury, where a verified medical certificate states that the student was unable to attend on the commencement date and/or for a significant time through the course; bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided); the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation); major political upheaval or natural disaster in the home country preventing their departure for Australia, or requiring their emergency travel to their home country; and a traumatic experience.</p>
<i>Course</i>	A program of study leading to a formal CHS qualification.
<i>Credit</i>	The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to CHS.

<b>Item</b>	<b>Definition</b>
<i>Critical incident</i>	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
<i>Defer/Deferment</i>	To temporarily delay or postpone the commencement of studies.
<i>DOI</i>	Department of Immigration.
<i>Evidence</i>	Will vary with regard to the specific circumstances, but could include: relevant Immigration visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report.  Certificates not written in English must be translated into English by approved NAATI translators.
<i>Letter of Offer</i>	a written offer made by CHS to a prospective student offering them an enrolment place in a course.
<i>OSHC</i>	Overseas Student Health Cover
<i>Overseas Student</i>	Any person who is enrolled in any course or program offered at, or in conjunction with, CHS who is on an overseas student visa.
<i>Non-tuition fees</i>	Includes: Enrolment Fee CoE Processing Fee Change of Course Fee Airport Pick-up Fee Accommodation Placement (Booking Fee)
<i>Principal course</i>	The final course providing the highest qualification in a student's sequenced package of courses
<i>Principal course provider</i>	The registered provider delivering the final or principal course in a student's sequenced package of courses.
<i>Prospective student</i>	A student who intends to enrol in a course offered by CHS.
<i>Refund</i>	An overpayment of fees or charges which is reimbursed to the payee.
<i>Tuition fees</i>	The total tuition fees for study in an applicable Course or Study Period of an applicable Course. This includes the Initial Course Tuition Fees paid upfront as a condition of being issued with an CoE upon acceptance of an offer of a place in that the applicable course/s; and any remaining fees due to be paid for the applicable Course or Study period in the applicable Course/s.

## 4. Refund Procedures

Students may apply for a refund by completing and submitting an on-line CHS Refund Application Form.

If the applicant is enrolled in a package course the application for refund will be transferred to the provider of the student's principal course for determination. If the principal course provider's determination is in the negative, the application for refund from the CHS feeder courses will similarly be

rejected and the student will be notified. Such notification must include advice relating to the right to and mode of submitting an internal appeal.

If the principal course provider's determination is to approve a refund, the application for withdrawal from the CHS feeder courses will be approved and the student will be informed. Applications for a withdrawal from the CHS courses will be processed within a further two weeks (ten working days) and, if successful, progressed with recommendations to the Registrar for determination of the refund amount.

Applications may be made for the refund of fees and charges on the ground of exceptional circumstances which provide compassionate and compelling reasons for withdrawal from a course. Such applications will be considered on a case by case basis. All applications for a refund will be determined by the Registrar and will normally be processed within twenty working days (four weeks) of the application being made. Where this is not possible the student will be informed.

On determination of the application the student will be informed in writing and, if the determination is to reject a full refund, information will be provided informing the student of their right to make an internal appeal against the decision and the means of submitting such an appeal.

If a student is not satisfied with the outcome of an application for a refund of fees, the student may appeal within 20 working days (four weeks) by submitting a completed on-line student appeal form with full supporting documentation to the Accounts Manager.

All internal appeals relating to the refund of fees, will normally be processed by the Accounts Manager within twenty working days (four weeks) of the appeal being made. Where this is not possible the student will be informed.

On determination of the appeal the student will be informed in writing and, if the determination rejects the appeal, the student will be informed of their right to, and the means of submitting an external appeal to the Overseas Student Ombudsman.

All approved refunds will be paid within two weeks (10 working days) of their being approved.

Refunds will be made in Australian dollars and the College reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence provided proves that the relative or other person actually paid the tuition fees.

