

## Refund Policy and Procedure

### 1. Rationale

This Refund Policy and Procedure provides clear and unambiguous guidelines detailing circumstances in which INUS Australia will provide refunds of tuition fees and any other fees that may apply through purchase of services or products provided by INUS Australia.

### 2. Scope

The Refund Policy and Procedure applies to all potential and current students at INUS Australia and graduated alumni.

### 3. Definition

Where INUS Australia or School is used it means INUS Australia Education and Training.

### 4. Policy

In the unlikely event of default by INUS Australia, such situations are covered by the provisions of the ESOS Act 2000, the ESOS Regulations 2001 and Tuition Protection Services (TPS).

In the circumstances of provider default where the refund option is chosen by the student, INUS Australia must refund the student all course fees (this includes tuition fees any other applicable fees). The refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- The course does not start on the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the school has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the school's expense, then the school is relieved of its liability to make the payment. The student must advise the school in writing whether they agree to the alternative arrangement.



EDUCATION & TRAINING

INUS Australia Pty. Ltd. T/A INUS Australia – Education and Training  
 T. 61 3 9642 4016 F. 61 3 9642 4018 E. info@inusaustralia.com.au  
 Level 5 & 8, 85 Queen Street Melbourne, VIC 3000 Australia

The tuition fees **will be refunded** only under the following circumstances as shown in the table below:

Enrolment Application Fee	Non-refundable
Textbook Fee	Full refund if the school fails to provide the textbook.
Homestay Placement and Airport Pick-up	Full refund - if service cancellation notice is 15 days or more No refund - if service cancellation notice is 14 days or less
Refund Application Administration Fee	Non-refundable
<b>Tuition Fees</b>	
Visa refused prior to course commencement	Full refund
Withdrawal at least 35 days prior to agreed start date	Full refund
Withdrawal between 21 days to 35 days prior to agreed start date	50% refund
Withdrawal less than 21 days	No refund
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Withdrawal from study - current students	No refund

Tuition fees **will be not refunded** under the following circumstances:

- A Student whose enrolment is terminated for failure to comply with INUS Australia policies and procedures and the requirements of their Student Visa by DIAC.
- The Student cancels the enrolment less than 3(three) weeks prior to the course commencement date.
- The student does not commence (i.e. Does not arrive, or has not arranged with INUS Australia for a later start due to health or compassionate reasons).
- The student has not fully paid their tuition fees.

Tuition fees **will be not transferred** under the following circumstances:

- Tuition fees will not be directly transferred to another provider due to changing provider
- Any unused tuition fees will not be directly transferred to another person.

Requests for refund should be made in writing to the Managing Director with documented evidence of the reason for withdrawal. Eligible refunds will be refunded within 28 days of receipt of the claim. A documented administrative fee of \$200 will be charged for processing all refunds relating to tuition fees. The refund application administration fee does not apply to refund request for all other fees textbook fee and Homestay and airport pick up fee. The \$200 refund application administration fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

For students under 18 years of age, all refunds will be paid to their parents or legal guardian.

[www.inusaustralia.com.au](http://www.inusaustralia.com.au)

Version 1.0  
 Updated: 9-Mar-12  
 Review: Oct 12  
 Approved: Managing Director

\\Inusnasserver\cricos 2012\National Code of Practice\Standard 2 -  
 Student engagement before enrolment\Refund Policy and  
 Procedure\_webv.docx

This refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws.

#### **Responsibilities:**

- All staff at INUS Australia are responsible for referring all initial enquiries regarding fees, charges and refunds to the Students Services Manager.
- The Student Services Manager is responsible for processing all documents related to students' refund applications and passing them to the Managing Director.
- The Managing Director is responsible for approving or declining all refund applications.

#### **5. Procedure**

- a. Students must complete the Refund Application Form. For students under 18 their parent or legal guardian must sign the form.
- b. To submit the completed Refund Application Form student must:
  - i. Make payment of the \$200 refund application administration fee to the level 8 cashier (if applicable).
  - ii. Submit completed Refund Application Form with administration fee payment receipt to the Student Service Department.
- c. The Student Service Manager will process the refund request according to the school's Refund Policy and Procedure.
- d. The school will inform the student of the outcome of their refund application in writing (by letter to last known address as recorded on the student management system and email where possible) within 10 working days from receipt of the refund application. For students under 18, the outcome letter will be posted to their parents or legal guardian.
- e. A Statement of Refund with a breakdown of fees will be attached to the Approved Refund Outcome letter.
- f. Where the refund application is approved, the refund amount will be transferred by the school to the account designated on the refund form. No refunds will be paid in cash or by cheque.
- g. If the refund has not been received within 14 days from the date of the Approved Refund Outcome letter the student is informed to contact the student services department on level 5 either by email at [info@inusaustralia.com.au](mailto:info@inusaustralia.com.au) or by telephone on 03 9642 4016.