

REFUND OF COURSE FEES POLICY / PROCEDURE

1. 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.'

This policy/procedure provides all staff and students information on the ability to apply for a refund of tuition fees in certain circumstances. All refund information is made available to students through the enrolment process and is included on the 'Student Agreement' which the student signs prior to acceptance into a course of study with Yorke Institute and money accepted from a student.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration and the following procedures followed in assessing the application.

Please note the below refund policy in relation to 'Tuition Fees' and should not be confused with 'application fees' which are non-refundable.

2. Procedure

2.1 All 'refunds' are to be signed off by the Student Administration Officer and applications processed within Fourteen (14) days of the application being placed.

2.2 Refunds due to non delivery of course by Yorke Institute (Provider Default)

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 'Letter of Offer'
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because Yorke Institute 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 and the ESOS Regulations 2001

Refunds under the above conditions will be paid in full to the student within 14 days.

Yorke Institute may arrange for another course, or part of a 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, Yorke Institute will not be liable to refund the money owed for the original enrolment.

2.3 Refunds based upon student application

All applications for refund must be made in writing by way of the Refund Request Form' (Appendix A) and submitted to Student Administration Officer.

Please note where the student breaches Yorke Institute’s Policies and Procedures no refund is payable.

- Student applying for a refund must complete a ‘Refund Request Form’. This will identify the **type** of refund the student is applying for. The application form is to be submitted to Student Administration Officer
- Applications for refunds are to be processed by the Student Administration Officer within 14 days from the date of application.
- Refunds granted in these circumstances are related to payments made to Yorke Institute and are not related to fees paid such as education agent’s fees and Health Insurance.
- **The assessment of refund applications shall be granted as indicated below:**

Outline of Refunds	
Application Fee	No refund
Visa refused prior to course commencement	Full refund
Withdrawal at least 10 weeks prior to agreed start date	Full refund
Withdrawal at least 4 weeks prior to agreed start date	75% refund
Withdrawal less than 4 weeks prior to agreed start date	50% refund
Withdrawal after the agreed start date*	No Refund
Course withdrawn by Yorke Institute	Full refund
Yorke Institute is unable to provide the course for which the original enrolment and payment has been made	Full refund
Visa cancelled due to actions of the student	No refund

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student’s circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Chief Executive Officer or delegate and shall be assessed on a case by case situation.

- Where the refund application is successful the Student Administration Officer shall process the amount approved for refund to the appropriate person within 14 days from the date the decision to approve the refund was made.
- All records pertaining to the refund process are to be maintained on the student file.

2.4 **Appealing Refund decisions**

- 3 All students have the right to appeal a refund decision made by Yorke Institute by accessing the Complaints and appeals procedures. Student wishing to access the Complaints and Appeals Procedure should refer to the policy on the website www.yorkeinstitute.com
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
 - Yorke Institute's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

3.1 Further information

- Yorke Institute reserves the right to withhold any Certification of Qualifications achieved by the student, if student fees remain outstanding.
- Yorke Institute will refund any monies due to the student, to the student's education agent (where applicable).
- Any information that you provide to Yorke Institute or that Yorke Institute collects about you can be given to authorised State and Commonwealth Agencies and ESOS Assurance Fund Manager.

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Appendix A:

REFUND REQUEST FORM

Date: _____

Course: _____

Full Name: _____

Address: _____

Student ID: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for course described above and my reasons for applying for a refund are:

Please Tick Box	Refund Reason	Type of refund
<input type="checkbox"/>	Application Fee	No refund
<input type="checkbox"/>	Visa refused prior to course commencement	Full refund
<input type="checkbox"/>	Withdrawal at least 10 weeks prior to agreed start date	Full refund
<input type="checkbox"/>	Withdrawal at least 4 weeks prior to agreed start date	75% refund
<input type="checkbox"/>	Withdrawal less than 4 weeks prior to agreed start date	50% refund
<input type="checkbox"/>	Withdrawal after the agreed start date	No Refund
<input type="checkbox"/>	Course withdrawn by Yorke Institute	Full refund
<input type="checkbox"/>	Yorke Institute is unable to provide the course for which the original enrolment and payment has been made	Full refund
<input type="checkbox"/>	Visa refused prior to course commencement	Full refund

***Please note where the student breaches Yorke Institute Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable. Application fee of \$200.00 is non refundable.**

Student Signature: _____

Date: _____

OFFICE USE ONLY

Request received by: DATE

Full Name

Position

To be completed by CEO or delegate only Signature

Request Approved/Rejected

State the reason: Date

Full Name

Position

Student Notified Of Outcome of Request for Refund DATE

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