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Full Fee Paying Overseas Students Refund Policy

Source of Obligation

Standard 3.4.2 of the National Code of the ESOS Act requires the School to have processes in place for claiming a refund of tuition or non-tuition fees.

Education Services for Overseas Students (Calculation of Refund) Specification 2014

The **Education Services for Overseas Students (Calculation of Refund) Specification 2014** (Refund Specification) is a federal legislative instrument that sets out the methods for calculating refunds of fees by a registered provider in the following circumstances:

- provider default
- student default where the provider has not entered into a written agreement with the student that meets the requirements of section 47B of the ESOS Act
- student default owing to visa refusal.

The School as a registered provider is required to comply with the Refund Specification.

Kambala's Policy

The School will provide a refund to an full fee paying overseas student or intending full fee paying overseas student in the event that the default is by a student or a registered provider and the School is required under the provisions of the ESOS Act, to provide a refund.

Student Default and Refund

Refer to our **Default Policy (Full Fee Paying Overseas Students)** for the meaning of student default.

Under section 47D of the ESOS Act the School must provide a refund if an full fee paying overseas student or intending full fee paying overseas student defaults.

The amount of the refund (if any) is the amount set out in the written agreement entered into between the School and the student in accordance with Standard 3 of the National Code. Refer to our **Formalisation of Full Fee Paying Overseas Student Enrolment and Written Agreements Policy**.

If the School pays a refund to an full fee paying overseas student under section 47D, the School must pay the refund within the Provider Obligation Period.

Registered Provider Default and Refund

Refer to our **Default Policy (Full Fee Paying Overseas Students)** for the meaning of Registered Provider Default.

Under section 46D, the School may pay the students a refund of the amount, worked out in accordance with the Refund Specification, of any unspent tuition fees received by the School in respect of the students.

Providing a Refund in Other Cases

Under section 47E of the ESOS Act the School will also provide a refund if the full fee paying overseas student or intending full fee paying overseas student defaults and either:

- the School has not entered into an agreement that sets out refund obligations in relation to student default and meets the obligations of the National Code; or
- the School is not required to pay a refund because the student was refused a student visa.

The amount of the refund will be determined in accordance with the Refund Specification.

If the School provides a refund under section 47E, it must give notice to the TPS Director and NESAs within seven days after the end of the Provider Obligation Period (see below).

The notice must include the following:

- whether the School provided a refund under section 47E
- details of the student the refund was provided to
- details of the amount of the refund provided.

Provider Obligation Period

The ESOS Act requires that all refunds must be made within the period of four weeks after receiving a written claim from the student.

Right to Refuse a Refund

Section 47D(5) of the ESOS Act allows the School to refuse to provide a refund if the full fee paying overseas student or intending full fee paying overseas student:

- was refused a student visa; and
- the refusal was due to a following act or omission by the student that directly or indirectly caused the student to default in relation to the course. The acts or omissions are their:
 - failure to start the course on the agreed start day
 - withdrawal from the School course
 - failure to pay course fees.

Procedure for Providing a Refund

The School will only grant a refund when the following process is followed:

1. An full fee paying overseas student or intending full fee paying overseas student applies for a refund, in writing, from the Business Manager at the School.
2. An full fee paying overseas student or intending full fee paying overseas student pays any outstanding debts to the School or authorises any outstanding debts to be deducted from the refund.
3. The School approves the refund under this policy.
4. After approval, the refund is paid to the full fee paying overseas student or intending full fee paying overseas student, or the same person that initially made the payment of course fees.

Refund Specification

If a refund is granted to an full fee paying overseas student or intending full fee paying overseas student, it must be calculated in accordance with the Refund Specification.

The Refund Specification requires that the amount of refund must be the course fees, minus the lesser of the following amounts:

- 5 per cent of the amount of the course fees received by the School in respect of the student before the default day; or
- \$500.

Failure to Provide a Refund

It is an offence under the ESOS Act for the School to fail to provide a refund to an full fee paying overseas student or intending full fee paying overseas student in accordance with the School's obligations under sections 47D or 47E of the ESOS Act.

Notification of Discharge of Obligations

Under section 47H of the ESOS Act the School must provide notice to the Cth DET and the Director of the TPS within seven days after the end of the Provider Obligation Period.

The notice must include the following:

- whether the School provided a refund under section 47E
- details of the student the School provided a refund to
- details of the amount of the refund provided.

Record Keeping

The School maintains evidence of compliance with this policy by maintaining records of refund decisions and notifications made under this policy. Records will be maintained in accordance with our **Full Fee Paying Overseas Students Records Management and Retention Policy**.