

Crumps International Pty Ltd
Refund and Protection of Course Fees for Overseas Students
(with a student visa)
Policy and Procedure

Refund and Protection of Course Fees For Overseas Students (with a student visa)

Policy

Crumps International Pty Ltd has a policy of providing refund of Tuition and Enrolment fees to learner/candidates and to safeguarding those fees until a request and appropriate assessment has been made of their full or partial refund.

Purpose

The purpose of this procedure is to ensure learner/candidates are refunded Tuition and Enrolment fees where appropriate

Scope

This procedure applies to any staff involved in the processing of applications for refunds by Crumps International Pty Ltd. This procedure covers fee protection, the notice of withdrawal, verification, preparation for refund and issue of refund

Procedure

Please note that Government Legislation requires “Course Money” which includes tuition fees and enrolment fees, to be refunded in full if:

- 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 Crumps International Pty Ltd has a sanction imposed by a government regulator
- If the provider defaults,
- Application fee is non-refundable.

Refunds in the above circumstances will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. This means that a full refund under the above conditions will be paid to the student within 14 days of the default.

Alternatively, Crumps International Pty Ltd 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.

Authorising Officer:

Date:

Date of Review

To be reviewed twelve (12) months from this date.

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Where the student agrees to this arrangement in writing, Crumps International Pty Ltd will not be liable to refund the money owed for the original enrolment.

Crumps International Pty Ltd Application, Enrolment & Refund Policy

In making a contract to enrol in a course(s) at Crumps International Pty Ltd, the Applicant acknowledges:

- 1. That the information provided by the Applicant in their application is complete and correct.
- 2. Agrees to be bound by Crumps International Pty Ltd rules and regulations and any amendments made to the rules and regulations.
- 3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Crumps International Pty Ltd.
- 4. Agrees to observe DIAC student visa requirements.
- 5. Agrees to pay all fees required on or by the due date as notified in writing by Crumps International Pty Ltd or as per the invoice. A penalty of \$110 per week applies for late payment.
- 6. Crumps International Pty Ltd will access these fees in accordance with the procedures established by the State Government.
- 7. Changes or variations by the student to this contract attract a \$40 administrative fee.
- 8. Crumps International Pty Ltd reserves the right to accept or reject any application for enrolment at its discretion.
- 9. Crumps International Pty Ltd reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
- 10. Crumps International Pty Ltd default refunds of amounts owed to the student will be made within 14 days. Student default refunds are made in accordance with the policy below and are payable within 4 weeks after receiving a written claim.

NOTE: All applications for refund must be made in writing by way of the *Application for Refund* form (available from Crumps International Pty Ltd Reception area) and submitted to the Student Administration Manager by Registered mail, Courier or personal delivery as soon as practicable.

Prospective students who are overseas should contact **Student Administration**

Application Fee	Non-refundable
Tuition and enrolment Fees	
Visa refused	Full refund
Withdrawal at least 10 weeks prior to agreed start date	Full refund*

Authorising Officer:	Date:	Date of Review
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Withdrawal at least 4 weeks prior to agreed start date	75% refund*
Withdrawal less than 4 weeks prior to agreed start date	60% refund*
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Course withdrawn by Crumps International Pty Ltd	Full refund including enrolment fee
Crumps International Pty Ltd is unable to provide the course for which the original offer was made	Full refund including enrolment fee
Visa extension is refused	Return of unused tuition fees*
Withdrawal from study - current students (not including English Language Studies' students)	Refund of unused tuition fees (of the following term/s)* (<i>Notification of Withdrawal from Studies</i> form must be received 2 weeks prior to term commencement by Student Administration*)
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider or refunded if Crumps International Pty Ltd defaults prior to course start
Airport Pick-up	Full Refund if service cancelled prior to flight arrival

- Crumps International Pty Ltd reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.
- The Refund policy applies equally to all students including students who have Permanent Residency or Australian Citizenship.**
- This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws
- Crumps International Pty Ltd's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- Refer to the Student Complaints & Appeals Procedure on Crumps International Pty Ltd website if you wish to appeal the Refund Policy.
- Crumps International Pty Ltd will refund any monies due to the student, to the student's education agent (where applicable and specified in the Agreement with student).
- Any information that you provide to Crumps International Pty Ltd or that Crumps International Pty Ltd collects about you can be given to authorised State and Commonwealth Agencies, TAS and ESOS Assurance Fund Manager.

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*Refunds granted may incur an education agent's fee

** Except "Visa refused prior to course commencement"

References

Student Engagement before Enrolment - Policy and Procedure No.102

Complaints and Appeals - Policy and Procedure No. 110

Refund of Fees – Overseas Students (with a student visa) – Policy and Procedure No. 103

Financial Management – Policy and Procedure No. 14

Application for Refund – Form 109.1

Notification of Withdrawal from Studies – Form 110.1

International Student Handbook – Form 101.1

Fees Refund Record – Form 39.1

Fees Management – Form 18.1

Authorising Officer:

Date:

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