

Fee Refund Policy and Procedure

1. Purpose

This policy establishes a fair, transparent and consistent approach to managing student fee refunds at Illoura College. It outlines the circumstances under which refunds may be granted and the procedures for submitting, assessing and approving refund applications. This policy applies to both international and fee-paying domestic students. This policy supports student protection and fair treatment in accordance with the Standards for Registered Training Organisations (RTOs) 2025, the Education Services for Overseas Students (ESOS) Act 2000, ESOS Regulations 2019, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Key Definitions

- **International Student:** A person studying in Australia on a student visa who is not an Australian citizen, New Zealand citizen or Australian permanent resident.
- **Domestic Student:** A student studying in Australia who is not enrolled on a student visa.
- **Provider Default:** Occurs when the provider fails to start a course on the agreed start date or stops delivering the course before it is completed.
- **Student Default:** Occurs when the student withdraws, fails to commence, breaches visa conditions, fails to pay fees or is excluded for misconduct.
- **Study Period:** A discrete period of study within a course for which tuition fees are charged.
- **TPS:** Tuition Protection Service – an Australian Government scheme that assists international students when a provider defaults.
- **Compassionate or Compelling Circumstances:** Events beyond the student's control that significantly impact their ability to continue study, such as illness, bereavement, or major personal hardship
- **RTO:** Registered Training Organisations
- **Tuition Fee:** The fee covering the cost of delivering training and assessment services. Tuition fees do not include Overseas Student Health Cover (OSHC), administration fees, enrolment/application fees, accommodation arrangements, airport pickup, or equipment costs.
- **Materials Fee:** Fees covering the cost of learning materials and resources provided to students.
- **Resources Fee:** Fee charged for the use of training equipment, facilities, software, and other resources required for course delivery.
- **Application Fee:** Administrative fee charged for processing enrolment applications.
- **Pre-paid Tuition Fees:** Tuition fees paid in advance prior to course commencement or also called Initial deposit.

3. Policy

- Illoura College manages refunds in accordance with the ESOS Act 2000, the National Code 2018 and the Standards for RTOs 2025. Students receive clear information about tuition and non-tuition fees prior to enrolment through the Letter of Offer and Written Agreement.

Refund arrangements are fair, transparent and consistent. Pre-paid tuition fees are protected through participation in the Tuition Protection Service (TPS). In the event of provider default, students will be offered an alternative course or a refund of unspent tuition fees.

Fee Refund Policy and Procedure

- Illoura College is committed to supporting students experiencing genuine hardship. In exceptional cases where compassionate or compelling circumstances are demonstrated, the Chief Executive Officer (CEO) may approve a refund or credit outside the standard refund conditions.

Refunds are calculated based on the following conditions:

Refund Condition	Timing	Deducted Fees	Refund Due	Required
Provider default – course not delivered	Before course commencement	No fees deducted	100% Refund	Withdrawal Application
Provider default - course ceases	After commencement	\$250 Enrolment Fee	Refund of unspent tuition fees	
Student visa refused	Before commencement	\$250 Enrolment Fee+ \$250 Administration fee+ Bank Charges (if any)	Remaining Fee Refunded	Withdrawal Application along with supporting documents
Student visa refused	After commencement	\$250 Enrolment Fee + \$250 Administration Fee + tuition fees used (calculated on a pro-rata basis)	Remaining unused tuition fee refunded	Withdrawal Application along with supporting documents
Fraud Documents	Before or after Commencement	No Refund	No Refund	N/A
Withdrawal (non-visa reasons)	10 weeks or more before commencement	15% study period fee+\$250 Enrolment Fee+ \$250 Admin fee	85% of study period fee paid refunded, less the enrolment and administration fees	Withdrawal Application along with supporting documents
Withdrawal (non-visa reasons)	4–10 weeks before commencement	30% study period fee+\$250 Enrolment Fee+ \$250 Admin fee	70% of study period fee paid refunded, less the enrolment and administration fees	Withdrawal Application along with supporting documents
Withdrawal (non-visa reasons)	2–4 weeks before commencement	60% study period fee+\$250 Enrolment Fee+ \$250 Admin fee	40% of study period fee paid refunded, less the enrolment and administration fees	Withdrawal Application along with supporting documents

Fee Refund Policy and Procedure

Withdrawal (non-visa reasons)	Less than 2 weeks before commencement	80% study period fee+\$250 Enrolment Fee+\$250 Admin fee	20% of study period fee paid refunded, less the enrolment and administration fees	Withdrawal Application along with supporting documents
Withdrawal after course commencement	After commencement	Full study period fee	No refund	Withdrawal Application along with supporting documents
Material fee	Any time, where the materials have been collected by the student	Full amount	No refund	N/A
Material fee	Any time, where the student has paid the material fee but has not collected the materials	No deduction	Full amount	N/A
Resource fee	Before course commencement	No deduction	Full resource fee refunded	N/A
Resource fee	After course commencement	Resource fee spent (calculated on pro rata basis)	Unspent portion of the resource fee refunded	N/A
Short courses (e.g., White Card)	After enrolment	Course fee	No refund unless provider cancels	Withdrawal Application
Special Circumstance Withdrawal (Medical, Legal, etc)	Before or after course commencement	Assessed on a case-by-case basis	Refund may be approved at the provider's discretion, subject to supporting evidence	Withdrawal application supporting documents, refund Application

Student Support and Fairness

Illoura College recognizes that students may face circumstances that affect their ability to continue studying. Students experiencing compassionate or compelling circumstances are encouraged to contact Student Support Services for guidance. Where appropriate, students may be offered support options including:

Fee Refund Policy and Procedure

- Deferral or Suspension of Studies
- Course Variation
- Free Credit toward a further Term
- Referral to counseling or external support services
- All refund decisions will be made fairly and without discrimination, ensuring students are treated with respect and provided with clear written explanations of decisions.

4. Procedure

4.1 Provider Default

In the event of Illoura College default, students will receive an automatic refund of unspent tuition fees and will not be required to submit a Refund Application Form.

Provider default occurs when:

- The course does not commence on the agreed start date as specified in the Letter of Offer, or
- The course ceases to be delivered after it has commenced but before it is completed.

Where provider default occurs:

- Illoura College will notify affected students in writing within three (3) working days of the default occurring.
- Students will be offered either:
 - An alternative course at no additional cost; or
 - A refund of unspent tuition fees.
- Where a refund is required, the refund will be paid within 10 working days of the default in accordance with the ESOS Act 2000 and ESOS Regulations 2019.
- Pre-paid tuition fees are safeguarded through Illoura College's participation in the Tuition Protection Service (TPS).

4.2 Student Default

Student default occurs when an international student but not limited to:

- Fails to commence the course on the agreed start date;
- Withdraws from the course before completion;
- Fails to pay tuition fees as required;
- Breaches the conditions of their student visa; or
- Has their enrolment cancelled due to misconduct or breach of college policies.

Where student default occurs:

Fee Refund Policy and Procedure

- The student must notify Illoura College in writing and complete the course Variation form for withdrawal and, where applicable, the Refund Application Form through college Website or visiting college in person.
- Illoura College will assess any refund entitlement in accordance with the Refund Policy and Student Written Agreement.
- Any applicable refund will be calculated based on the refund conditions outlined in this policy.
- The student will be notified in writing of the outcome of the refund assessment within 20 working days.
- Where applicable, Illoura College will report changes to the student's enrolment through PRISMS in accordance with ESOS requirements.

4.3 Refund Application

Except in cases of provider default, students seeking a refund must follow the steps below:

- The student must complete a Refund Application Form, which is available from the College administration office or College Website.
- The Refund Application Form must be submitted within 10 working days of the event that led to the request for a refund.
- The student must provide supporting documentation where applicable, such as:
 - Visa refusal letter
 - Withdrawal request
 - Valid Letter of Offer (if transferring to another provider)
 - Any other relevant supporting evidence.

Submitting a withdrawal request, cancellation of enrolment, or request for a letter of release does not automatically constitute a refund request. A Refund Application Form must be completed whenever a refund is being sought.

4.4 Assessment of Refund Request

Once the refund application has been received:

- The Administration Officer will record the refund request and supporting documentation.
- The Accounts Officer will review the application and determine eligibility for a refund in accordance with:
 - Illoura College Refund Policy
 - ESOS Act 2000
 - National Code 2018
 - Student Written Agreement.
- The refund amount will be calculated based on the refund conditions outlined in this policy.
- A refund assessment report will be prepared and submitted to the Chief Executive Officer (CEO) for approval.

Fee Refund Policy and Procedure

4.5 Approval and Notification

- The CEO will review the refund assessment report and approve or decline the refund request.
- The student will be notified in writing of the outcome within 20 working days of receiving the completed refund application.
- The written notification will include:
 - The refund decision
 - The refund amount (if applicable)
 - An explanation of how the refund was calculated
 - Information about the Complaints and Appeals process.

4.6 Payment of Refund

Where a refund is approved:

- Refunds will be paid in Australian Dollars.
- Refunds will be paid to the person or entity from whom the original payment was received, unless the student provides written authorization for the refund to be paid into another account.
- Refund payments will normally be processed within 28 working days of approval.

4.7 Circumstances Where Refund Will Not Be Provided

A refund will not be granted in the following circumstances:

- Where the student has outstanding tuition fees.
- Where equipment issued by Illoura College have not been returned.
- Where a complaint or appeal related to the refund request is still in progress.
- Material fees and resource fees may also be non-refundable once materials or resources have been issued or accessed, unless the provider defaults.

4.8 Appeals

If a student is dissatisfied with the outcome of a refund request:

- The student may lodge an appeal under the Illoura College Complaints and Appeals handling policy.
- Appeals must be submitted within 20 working days of receiving the refund decision.
- Illoura College will review the appeal and provide a written outcome.
- Access to the internal appeals process does not remove the student's right to pursue external dispute resolution or other legal remedies under Australian Consumer Law.

5. Related Documents and Forms

Related Policies

- Enrolment Policy

Fee Refund Policy and Procedure

- Complaints and Appeals Policy

Related Forms

- Refund Application Form
- Withdrawal Form

Other

- Student Handbook

7. Policy Information

Policy Area	Student Support
Policy Version	V1.0
Date of Effect	July 2025
Review Schedule	July 2026
Applicable Standards	<ul style="list-style-type: none"> • Outcome Standards for RTOs 2025 – Standard 2.1; • National code of practice for Provider of Education and Training to Overseas students 2018- Standards 2 and 3
Responsibility	<ul style="list-style-type: none"> • CEO • Admissions Manager • Account Manager • Administration Officer