



Refund Policy and Procedure

This policy supports the Standards for Registered Training Organisations (RTOs) 2015 and the relevant standard of the National Code 2017

Policy

This policy/procedure supports 'Clause 5.3' of the Standards for RTOs 2015 and 'Standard 3' of the 'National Code 2017 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.'

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to South Pacific Institute's (SPI's) Accounts Officer and the following procedure followed in assessing the application.

All 'refunds' are to be approved by the CEO upon having the refund application checked by the Accounts administrator. Applications are processed within 14 days of the application being placed.

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

This Policy/ Procedure refers to the following members of staff: Accounts Administrator and the Institute's CEO

Procedure

All refund information is made available to students through the enrolment process and is included on the 'Enrolment Acceptance Agreement' which the student signs prior to acceptance into a course of study with SPI and prior to money being accepted from the student.

Refund applications

Any student wishing to apply for a refund must complete a 'Refund Request Form' and submit this form to Student Administration. 'Refund Request Form' and all supporting documents are to be sent to:

Student Administration

South Pacific Institute

PO Box 4574

Melbourne, VIC 3001

Or by email, with attached support documents, to info@sp.vic.edu.au

Applications for refunds are to be processed by SPI's Accounts Officer within 14 days from the date of application. Provider defaults will be paid within 14 days. Refunds for student withdrawals will be paid within 28 days. All refunds must be approved by the CEO. Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

Payment of Refunds

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution. South Pacific Institute will provide the student with a statement detailing the calculation of the refund.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars and will be net of any handling fee charged by local representatives used by the Student. SPI will provide the student with a statement detailing the calculation of the refund.



Please note:

- Refund applications placed after course commencement will be in relation to Tuition Fees only. Tuition fees are specified in the table above. This refund does not include materials and equipment charges. SPI will not provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.
- Once a refund payment has been provided by SPI the student’s enrolment will be cancelled

South Pacific Institute’s refund arrangements are as follows:

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course commencement	Full refund (not including the enrolment fee of \$200.00), minus the lesser of: (a) 5% of the total amount of pre-paid fees that SPI received in respect of the student for the course before the default day; or (b) the sum of \$500.
Withdrawal at least 10 weeks prior to agreed start date	Full refund not including enrolment fee
Withdrawal at least 4 weeks prior to agreed start date	75% refund* not including enrolment fee
Withdrawal less than 4 weeks prior to agreed start date	25% refund* not including enrolment fee
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by SPI (Before the agreed start date)	Full refund including enrolment fee
SPI is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator	Return of unused tuition fees
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances)**	Refund of unused tuition fees (of the following term/s)* <i>(Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration*)</i>
Compulsory Health Insurance (Student Visa holders only)	Refer to Overseas Student Health Cover provider
Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two week’s notice is given
Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival

***Refunds granted may incur an education agent’s fee**

****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 CEO and shall be assessed case by case.**

Complaints and Appeals Process

Should an application for refund be refused by SPI or the student does not agree with the amount of refund calculated by SPI, the student has the right to access the Institute’s complaints and appeals processes. Students are able to access the Complaints and Appeals Procedure within 10 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with SPI’s *Complaints and Appeals Policy*. The timeframe for handling appeals is detailed in SPI’s *Complaints and Appeals Policy*



Australian Consumer Protection Law

This policy and the availability of complaints and appeals processes does not remove the right of a student to take further action under Australian Consumer Protection Law.

Further information

SPI reserves the right to withhold any Certification of qualifications achieved by the student, if unpaid student fees remain outstanding.

The student must notify SPI immediately of any and all change of contact details while enrolled in the course. This includes details such as current residential address, and a mobile phone number and email address if the student has them. This must be completed every 6 months regardless of whether the student's contact details change or not.

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2017 to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Personal Information

Personal information may be collected and disclosed to relevant bodies which may include verification of a student's previous qualifications, Commonwealth and State Agencies and DIBP regarding change in enrolment details or in case of a breach of the visa conditions such as unsatisfactory course progress.

For any other third party the Institute will only release student information with the written consent of the student. South Pacific Institute will endeavour to take all reasonable steps to protect personal information from misuse, loss or unauthorised access, modification or disclosure.

SPI stores and uses personal information only for the purposes of administering Student enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

Information is collected on this form and during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2017; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the TPS Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law.