

## REFUND POLICY AND PROCEDURE

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### ***Refund Policy – Student 's Default***

Any student who wishes to request a refund for whatever reason must complete an Application for Refund Form and addressed to the CEO, clearly stating the reason for the refund and/or cancellation.

Table below indicates a list of refund items:

Description of items	Refund status
Administration fee	Non-refundable
Course material fee	Non-refundable
Visa refused prior to course commencement	Full refund less enrolment and course material fees
Withdrawal of course less than 10 weeks prior to course commencement	80% refund less enrolment and course material fees
Withdrawal of course between 4 to 10 weeks prior to course commencement	50% refund less enrolment and course material fees
Withdrawal of course less than 4 weeks prior to course commencement	30% refund less enrolment and course materials fees
Withdrawal of course after course commencement	No refund
Visa rejection due to students' actions including providing forged or fraudulent documents etc.	No refund
Visa cancellation due to student's actions	No refund

Enrolment cancelled due to actions of the student and results in serious breaches of TACIS's policies and procedures	No refund
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider
If TACIS withdraws its offer to deliver the course before or after the course commencement date	Full refund including enrolment and course material fee

If the student fails to commence with or without notifying the College, no refund will be available, except in special circumstances.

“Special circumstances” under which a full refund will be considered and which are beyond the student’s control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a Student’s Visa has not been granted

If required / or if TACIS agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances”, no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

TACIS agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, full payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

TACIS will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person (the Student) who enters into the contract with TACIS unless they provide written direction to the provider to pay the refund to

someone else. Under no circumstance will the refund be paid to an education agent or a family member. All refunds will be paid in Australian Dollars.

***Note: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. TACIS' dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.***

### **Refund – Provider Default**

In the unlikely event that TACIS is unable to deliver the course in full, the student will be offered a refund of all the course fees they have paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being offered/provided.

Alternatively, the student may be offered enrolment in another course/qualification by TACIS at no extra cost to the student.

The student has the right to choose whether they would prefer a refund of unused portion of the tuition fee (calculated according to the percentage of training and assessment already completed against the total duration of the qualification), or to accept a place in another course.

If the student chooses placement in another course, TACIS will ask the student to sign a document to indicate that they accept the placement.

For international students, if TACIS is unable to provide a refund or place the student in an alternative course, TACIS' Tuition Assurance Scheme (TAS) will place the student in a suitable alternative course at no extra cost to the student.

If the ESOS Assurance Fund Manager cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the Fund Manager.

### **Refund Procedure**

The Student will fill in the Refund Request Form with supporting documents and provide a copy of the same to the Student Services Officer in person or via email at [info@tacis.edu.au](mailto:info@tacis.edu.au)

The Student Services Officer will forward this application to the CEO/RTO Manager who will in coordination with the Finance Manager start processing the application.

The CEO/RTO Manager will have a meeting with the CEO who will (based on the evidence provided), approve or reject the refund request. This decision will be conveyed to the Student Services Officer.

The Student Services Officer will then provide a written outcome to the earner regarding refund application within 28 days from date of receipt of the refund application.