

Refund Policy & Procedure

(January 2026)

1. Refunds – Student Default

1.1 Application for Refund

Any student who wishes to request a refund for any reason must:

- Complete an Application for Refund Form; and
- Address the application to the Chief Executive Officer (CEO); and
- Clearly state the reason for the refund and/or cancellation; and
- Provide supporting evidence where required.

Incomplete applications may delay processing.

1.2 Refund Entitlements (Student Default)

The following table outlines TACIS's refund arrangements in the event of student default:

Description	Refund Status
Administration (Enrolment) Fee	Non-refundable
Course Materials Fee	Non-refundable
Visa refused prior to course commencement	Full refund of tuition fees, less administration and course materials fees
Withdrawal prior to course commencement	30% refund of tuition fees, less administration and course materials fees
Withdrawal after course commencement	No refund
Visa refusal due to student actions (e.g. fraudulent or forged documents)	No refund
Visa cancellation due to student actions	No refund
Enrolment cancelled due to serious breach of TACIS policies and procedures	No refund
Overseas Student Health Cover (OSHC)	Refunds managed directly by OSHC provider
TACIS withdraws course prior to commencement	Full refund, including administration and materials fees
TACIS withdraws course after commencement	Refund of unused tuition fees only

1.3 Non-Commencement

If a student fails to commence their course with or without notifying TACIS, no refund will be provided, except in cases of approved *special circumstances* (see below).

1.4 Special Circumstances

A full or partial refund may be considered where circumstances are beyond the student's control, including:

- Serious illness (supported by a medical certificate);
- Family or personal tragedy;
- Acts of God (e.g. natural disasters);
- Acts of Government authorities preventing course commencement; or
- Where a student visa has not been granted.

Each case will be assessed individually based on documentary evidence.

1.5 Timing and Method of Refund

- Approved refunds will be processed within four (4) weeks of receiving a complete refund application.
- Refunds will include tuition fees paid, less:
 - Administration fees;
 - Course materials fees; and
 - Fees paid to education agents (if applicable).
- All refunds will be:
 - Paid in Australian Dollars (AUD); and
 - Made to the student who entered into the contract, unless written authorisation is provided directing payment to another party.
- Refunds will not be paid to education agents or family members without written authorisation from the student.

TACIS will provide the student with a written statement detailing how the refund amount was calculated.

1.6 Student Withdrawal After Commencement

Where a student withdraws from a course after commencement for reasons other than approved special circumstances:

- No refund will be issued; and
- The student remains liable for any unpaid fees in accordance with their enrolment agreement.

1.7 Consumer Protection

This agreement, and the availability of TACIS's complaints and appeals processes, does not remove a student's right to pursue remedies under Australian Consumer Law. TACIS's internal dispute resolution processes do not limit access to external legal remedies.

2. Refunds – Provider Default

2.1 Provider Default

Provider default occurs when TACIS:

- Fails to commence a course on the agreed start date; or
- Ceases to provide a course after commencement; or
- Is unable to deliver the course in full.

2.2 Refund or Alternative Placement

In the event of provider default:

- TACIS will offer the student a refund of all unspent tuition fees, payable within two (2) weeks of the course ceasing; or
- Offer enrolment in an alternative course or qualification at no additional cost to the student.

The student has the right to choose between:

- A refund of the unused portion of tuition fees (calculated pro-rata); or
- Placement in another course.

If the student accepts an alternative placement, they must sign a written agreement confirming acceptance.

2.3 Tuition Protection Service (TPS)

In accordance with the Education Services for Overseas Students Act 2000, international students are protected under the Tuition Protection Service (TPS) framework.

If TACIS defaults, it has a legal obligation to:

- Place students with an alternative provider; or
- Provide a refund of unspent tuition fees.

Further information is available at: <https://www.dese.gov.au/tps/tuition-protection-international-providers>

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3. Refund Procedure

1. The student completes the Refund Request Form and submits it with supporting documents to the Student Services Officer, either:
 - In person; or
 - Via email at info@tacis.edu.au
2. The Student Services Officer forwards the application to the CEO/RTO Manager.
3. The CEO/RTO Manager, in consultation with the Finance Manager, assesses the request.
4. The CEO approves or rejects the refund request based on evidence provided.
5. The Student Services Officer notifies the student in writing of the outcome within 28 days of receipt of the completed application.