

INTERNATIONAL STUDENT REFUND POLICY

Refund Agreements

The Australian Academy of Vocational Education and Trades Pty Ltd t/as Academia International will enter into a written refund agreement with an International Student during the application process.

The agreement specifies the following provisions:

- the circumstances when a student is eligible to receive a refund
- the specified amounts for refundable items
- the specified items that are non-refundable
- how to apply for a refund
- when to apply for a refund
- the circumstances when a student is not eligible to receive a refund

The refund agreement is located on the International Student Application form and is a legally binding agreement between Academia International and the Student.

Provider Defaults

Refunds in the case of registered provider defaults cannot be covered by a written agreement between Academia International and the Student. Such situations are covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Provider defaults (where the student has not withdrawn before the *default day*) include:

- (a) the course does not start on the *agreed starting day*; or
- (b) the course ceases to be provided at any time after it starts but before it is completed; or
- (c) the course is not provided in full to the student because a sanction has been imposed on Academia International under Part 6 of the ESOS Act 2000.

In the case of Provider Defaults the amount calculated for refund follows the provisions of the ESOS Regulations 2001 (Reg 3.19). This regulation specifies the amounts to be subtracted from course money:

- (d) administration expenses totalling no more than the lesser of:
 - (i) \$250; and
 - (ii) 5% of the total amount of course money that the provider received in respect of the student for the course before the default day;
- (e) the part of expenses for travel, accommodation and other domestic services that cannot be offset by providing the services to someone else;
- (f) the amount of compulsory union fees;
- (g) the cost of books, equipment and other materials needed for the course;
- (h) the proportion of the course money that the provider received in respect of the student before the default day that is equal to the proportion of the course that was provided to the student before the default day.
- (i) When the Australian Academy of Vocational Education and Trades Pty Ltd t/as Academia International refunds an amount to a student under section 29 of the Act, the student will be provided with a statement that explains how the amount has been worked out.
- (j) Refunds will be issued within two (2) weeks from the *default day*

ⁱ *Default Day means: (1) the agreed starting day if paragraph (a) applies; or (2) the day on which the course ceased to be provided, if paragraph (b) or (c) apply*

ⁱⁱ *Agreed starting day means the day on which the course was scheduled to start, or a later day agreed between Academia International and the student.*