

Refund Policy - CRICOS

PURPOSE:

1. This purpose of this policy and procedure is to explain the conditions under which Quality Training & Hospitality College (QTHC) may apply a refund to international students in compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the requirements of Standard 3 of the National Code. This policy does not remove the right to take further action under Australia's consumer protection laws.

QTHC is committed to providing a clear, easy to understand, fair and transparent refund process to international students and potential international students. QTHC shall treat all applications for withdrawal or refund in confidence.

SCOPE:

- 2.1 This policy applies to all international students who are enrolling in a CRICOS registered course at QTHC after the policy authorisation date.
- 2.2 If the student is continuing study, the refund policy included in the signed Acceptance Agreement will be honoured and this refund policy will not be applicable.
- 2.3 This policy is applied by all relevant administrative, support and management staff members

POLICY:

- 3.1 Details concerning the scope of QTHC's Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment, QTHC website, Letter of Offer and Acceptance Agreement.
- 3.2 No request for refund will be considered unless the student has completed and submitted QTHC's Refund Request Form, available online at www.qthc.edu.au or from head office.
- 3.3 A student may lodge an appeal against any refund decision reached by QTHC in accordance with QTHC's Complaints and Appeals Policy. A student making an appeal also has the right to pursue other legal remedies.
- 3.4 On receipt of the Refund Request Form, the International Student Support Officer will notify the student of the decision within five (5) business days.

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Document: NovaCore CMS\CRICOS\PolicyRefund Policy	Approved By: RTOADM	Next Review Date: 03-03-2015
Version: 1.2	Approved Date: 03-09-2014	Page 1 of 3

Refund Policy - CRICOS

REFUND PROCEDURE:

- 4.1 A student requesting a refund should complete QTHC's Refund Request form, available online at www.qthc.edu.au or from head office.
- 4.2 The student should send the completed Refund Request Form to the International Student Support Officer. Any documents supporting the application should be attached to the Refund Request Form. Incomplete forms will not be accepted.
- 4.3 The International Student Support Officer will notify the student of the decision within five (5) business days of receiving the request and send this notification to the email address specified on the submitted Refund Request Form.
- 4.4 If the refund is not approved, the International Student Support Officer will notify the student of the decision and state that the student has the right to appeal the decision in accordance with QTHC's Complaints and Appeals Policy. This notification will be sent to the email address specified in the submitted Refund Request Form.
- 4.5 If the refund is approved, the International Student Support Officer will notify QTHC Finance Department. Approved refunds will be submitted for payment within ten (10) business days of the refund being approved. Refunds will be processed to the nominated bank account advised on the Refund Request Form. Refunds will be processed in Australian dollars.
- 4.6 QTHC will not be responsible for bank delays in processing any transfers and a student applying for a refund should be aware that international transfers may not be received for 7-10 days after QTHC has made the transfer.

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SUMMARISED REFUND TABLE:

Action	Refund Paid by QTHC
A student is accepted by QTHC but is not granted a student visa and is unable to commence the course on another eligible visa (<i>documentation with proof of refusal required</i>).	All tuition fees and material fees refunded in full
A student is accepted by QTHC, but withdraws more than 6 weeks prior to the commencement of course*	Tuition fees and material fees refunded in full less a \$500 administration fee
A student is accepted by QTHC, but withdraws less than 6 weeks prior to the commencement of the course*	Material fees + 50% of the first semester's tuition fees refunded less a \$500 administration fee
Student or QTHC cancels enrolment after course commencement *	Cancellation fee equivalent to 12 weeks of tuition fee applies, calculated from the date of receipt of refund request. This fee may be deducted from refund, however additional charges may apply if refund total does not cover cancellation charge. Material fees will not be refunded in this instance.
Enrolment or visa cancelled with less than 12 weeks remaining before end of final study period	No refund applies
Course deferred by student (<i>Deferral means to delay the commencement of a course</i>)	Tuition fee & material fee transferred to new study period as per new CoE
Course deferred by QTHC	Student has option of transferring tuition fees & material fee to new study period or tuition fees and material fees refunded in full
Course cancelled by QTHC prior to the commencement of the course	Tuition fees and material fees refunded in full
Course cancelled by QTHC after course commencement	Tuition fees paid refunded on a pro-rata basis for undelivered portion of study period
Further terms and conditions	
Please note that in all instances the Application Fee is <u>NON REFUNDABLE</u> .	
This policy is based on the assumption that all fees are paid. If tuition fees are overdue or a payment plan has been authorised at the time of cancellation, student may be liable for fees not yet paid. QTHC reserves the right to take legal action to recover any unpaid fees.	
Please note QTHC reminds you that that this policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.	

*** Unless exceptional or compelling circumstances can be demonstrated.**

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