

GCA Refund Policy

Approved by: GCA Executive	Date Approved: 09 May 2018
First Approved by: GCA Executive	Date First Approved: 13 February 2010
Current Version: V10	Date of Next Review: 31 January 2019

Content

This policy outlines the different situations under which GCA may process refunds and the conditions and procedures related to this.

Rationale

This policy is to ensure that Group Colleges Australia has in place a clear policy and set of procedures for managing refund requests and processing refunds to students, including what would happen in the case of both student and provider default in accordance with Standard 3, National Code.

Legislative Context

- [Educations Services for Overseas Students \(ESOS\) Act 2000](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Education Services for Overseas Students Legislation Amendment \(Tuition Protection Service and Other Measures\) Act 2012 No. 9, 2012](#)

Related Documents

- GCA Student Offer Letter

Definitions

Tuition fees:

(a) means fees a provider receives, directly or indirectly, from:

- (i) an student or intending student; or
- (ii) another person who pays the fees on behalf of a student or intending student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student; and

(b) without limiting paragraph (a), includes any classes of fees prescribed by the regulations for the purposes of this paragraph; and

(c) without limiting paragraph (a), excludes any classes of fees prescribed by the regulations for the purposes of this paragraph.(Section 7 of the ESOS Act 2012).

Administration fee includes the Enrolment fee.

Cancellation fee is the monies deducted by the provider from paid tuition fees as a result of student cancellation or withdrawal from the course and/or student default.

Census date is the final date for payment of a unit of study or withdrawal from subjects without financial or academic liability.

Government fees and charges includes the **CoE fee** relating to monies associated with the Australian

Government Annual Registration charge (ARC).

Enrolment fee is a fee charged for initial enrolment into a course and is non refundable.

Late fee applies when a student does not commence by the agreed commencement date and/or fails to enrol by the Census date.

Excursion fees are fees associated with participation in structured learning activities in locations external to the College.

MyGCA is the Group Colleges Australia student and information management system portal.

Materials fee cover resource costs related to a specified course.

Offer of Acceptance and Enrolment is the letter of agreement between the provider and student

Overseas document verification fee may be charged if verification of student documentation is required as part of course requirements.

Overseas Students Health Cover (OSHC) is the medical coverage for the period of an overseas student's stay in Australia and is subject to price increases not controlled by the College.

Provisional Course fee reserves a place in a selected course of study. If the prospective student continues successfully with enrolment, the fee is offset against tuition fees for the first enrolment period.

Refund is the reimbursement of money from a provider to a student after the approval of a repayment in specified instances or Special Circumstances.

Special Circumstances are exceptional conditions where a refund may be considered. "Special circumstances" under which a 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
- Natural disasters
- Where a student visa has not been granted.

Policy

Group Colleges Australia will enter into a written agreement - the Offer of Acceptance and Enrolment letter - with a student before, or at the same time as accepting course fees from the student. This written agreement will provide information in relation to refund of course fees. This information, which is consistent with the requirements of the National Code Standard 3, includes information relating to the:

- money that will or will not be repaid to the student. This includes course money collected by agents on behalf of Group Colleges Australia,
- procedure for claiming a refund,
- explanation of what happens in the event of a course not being delivered.

This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws.

STUDENT DEFAULT

1. Cancellation prior to commencement of any course

- a) Notification of cancellation or withdrawal from a course and the request for refund must be made formally in writing or through MyGCA.
- b) The Administration fee (Enrolment fee) and Government fees and charges (CoE fee) are non refundable.
- c) Refunds related to Overseas Student Health Cover fees (OSHC) will be made by GCA if funds have not been transferred across to the OSHC provider, in which case the application for refund needs to be made by the student directly to the OSHC provider.
- d) Cancellation fees apply if a course is not commenced and the appropriate notification is not given. Cancellation fees retained by Group Colleges Australia are:

Notice Period given by, or on behalf of student	Refund (%of Tuition)	Cancellation fee (% of Tuition)	Total
71 days or more, prior to course commencement	90%	10%	100%
28-70 days prior to course commencement	70%	30%	100%
28 days or less prior to course commencement	0%	100%	100%

- e) The approved refund will comprise Tuition fees paid in accordance with the cancellation fees structure outlined above, less the non refundable Administration fees, Government fees and charges, and may include any bought materials, or prearranged accommodation or domestic services.
- f) Group Colleges Australia will give consideration to reasons specified under 'Special Circumstances'.
- g) Group Colleges Australia will provide the student with a statement detailing how the amount of the refund has been calculated. Refunds will be made in Australian currency and will be refunded to the designated account. Group Colleges Australia approved refund monies will be paid within 4 weeks of receiving the application for refund.
- h) Fees are not transferable to another student or another institution.

2. Cancellation after commencement of any course

Failure of a student to commence a course with less than 28 days' notice, will result in no refund.

No fees will be refunded after the commencement of any one of the courses in which the student has enrolled at Group Colleges Australia, even if the student has prepaid the entire course.

A student will not be entitled to any refund of tuition fees in the case of student default. The student will be held liable for any unpaid fees as a result of the withdrawal.

Students withdrawing prior to completion of their course may seek a refund of the unused portion of their fees from their Overseas Health Cover (OSHC) provider.

Student default

This policy applies regardless of the reason for the cancellation and includes, but is not limited to, the following:

- **No refund** of fees will be granted in the event of cancellation, withdrawal or a decision to change providers or study plans, after the commencement of any one course or subsequent course in which the student has enrolled at GCA;
- **No refund** will be given to any student who breaches a condition of their visa conditions or fails to meet course requirements;
- **No refund** will be given to any student who is suspended and or expelled for breaching GCA rules and or the College's Code of Conduct;
- Fees are **not transferable** to another student or another institution.

Group Colleges Australia will give individual consideration to reasons specified under 'Special Circumstances'.

3. Visa rejection

If a student visa is rejected by DIBP (Department Immigration and Border Protection) the student must notify Group Colleges Australia as soon as possible and preferably within **60 days** of the notification date of the visa rejection. Any request for refund must be submitted with supporting documentation.

The Administration fees (enrolment fee) and any other associated government fees and charges are **not refundable** if a visa is rejected. Unused paid tuition fees will be refunded upon proof of visa rejection.

A refund of paid and unused Overseas Student Health Cover (OSHC) may be sought from Group Colleges Australia in cases of visa rejection or where cancellation of a course is made prior to the granting of a visa.

4. Other Conditions

4.1 Deferred Courses

Deferred courses are not eligible for refund unless the student received a visa rejection.

4.2 Provisional Offers

Provisional fees paid are not refundable. Students enrolled under a "Provisional Offer", who only paid provisional fees (1-2 subjects deposit) for their course enrolment are not eligible to apply for a refund, unless the student received a visa rejection.

4.3 Timeframe for refund claims

Any request for refund must be made within six (6) months of any formal advice of visa rejection or any other special circumstances. There is no entitlement to a refund should a claim not be submitted within this designated six (6) month period.

PROVIDER DEFAULT

In the unlikely event that Group Colleges Australia is unable to deliver the agreed course in full, the student will be offered a refund of all the course money paid to date. The refund will be paid within 14 days, of the day on which the course ceased being provided.

Alternatively, the student may be offered enrolment in an alternative course by Group Colleges Australia at no extra cost. The student has the right to choose a full refund of tuition fees, or to accept a place in another course. If a placement in another course is chosen the student will be asked to sign an offer letter indicating acceptance of the placement.

If Group Colleges Australia is unable to provide a refund, or place the student in an alternative course, then, under Division 3, the Tuition Protection Services, TPS Director will provide the student with options for suitable alternative courses (if any such courses are available).

Group Colleges Australia will notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring. Group Colleges Australia will also notify, in writing, the students to whom the default has affected.

Under Division 4 ESOS Tuition Protection Services (and other measures) ACT 2012, payments can be made out of the Overseas Students Tuition Fund to refund international students, and to reimburse providers who provide international students with alternative courses, if Group Colleges Australia has failed to discharge its obligations. (This is called making a call on the OSTF.)

In accordance with the requirements of the National Code, Group Colleges Australia acknowledges the right of a student to involve independent third parties for the resolution of disputes, including the right to take action under Australia's consumer protection laws. Group College Australia's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

Procedures

- a) Student or agent makes application for refund in writing or through MyGCA
- b) Application and evidence is checked by Supervisor student services c) Marketing Director consults with relevant Heads School as required
- d) Final decisions and approvals related to Refunds are made by the Marketing Director.

Notes for all refunds in all circumstances

1. Notification of cancellation or withdrawal from a course and the request for refund must be made formally in writing or through MyGCA.
2. The Administration fees and any other associated government fees and charges are not refundable in any circumstances including if a visa is rejected.
3. Refunds related to Overseas Student Health Cover (OSHC) fees will be made by GCA if funds have not been transferred across to OSHC provider, in which case the application for refund needs to be made by the student to the OSHC provider.

4. Cancellation fees apply even if a course is not commenced. Cancellation fees retained by Group Colleges Australia are:

Notice Period given by, or on behalf of student	Refund (%of Tuition)	Cancellation fee (% of Tuition)	Total
71 days or more, prior to course commencement	90%	10%	100%
28-70 days prior to course commencement	70%	30%	100%
28 days or less prior to course commencement	0%	100%	100%

5. The approved refund will comprise tuition fees paid in accordance with the cancellation fees structure outlined in the table above, less the non-refundable Administration fees and any other associated government fees and charges.
6. Group Colleges Australia will give individual consideration to reasons specified under “Special Circumstances” including Visa Rejection, Visa withdrawn, Inability to secure Release letter from Principal provider
7. Group Colleges Australia will provide the student with a statement detailing how the amount of the refund has been calculated. Refunds will be made in Australian currency and will be refunded to the designated account. Group Colleges Australia approved refund monies will be paid within 4 weeks of receiving the application for refund.
8. Fees are not transferable to another student or another institution.
9. **Visa rejection.** If a student visa is rejected by DIBP (Department Immigration and Border Protection) the student must notify Group Colleges Australia as soon as possible. Any request for refund must be submitted with supporting documentation.
10. Group Colleges Australia policy and the availability of complaints and appeals processes, does not remove the right to take action under Australia’s consumer protection laws. Group Colleges Australia’s dispute resolution processes do not circumscribe the student’s rights to pursue other legal remedies.

46B Registered providers to notify of provider default

- (1) A registered provider must give notices in accordance with this section if the provider defaults in relation to one or more overseas students or intending overseas students and a course at a location.

Note: The Minister may take action under Division 1 of Part 6 against a registered provider that has breached this section.

Notifying Secretary and TPS Director

- (2) The provider must notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring.

Note: For the definition of **business day**, see section 2B of the *Acts Interpretation Act 1901*.

- (3) The notice must include the following:
- (a) the circumstances of the default;
 - (b) the details of the students in relation to whom the provider has defaulted;
 - (c) advice as to:
 - (i) whether the provider intends to discharge its obligations to those students under section 46D; and
 - (ii) (if appropriate) how the provider intends to discharge those obligations.

Notifying students

- (4) The provider must also notify, in writing, of the default the students in relation to whom the provider has defaulted.

**EDUCATION SERVICES FOR OVERSEAS STUDENTS
ACT 2000 - SECT 46B**

Document Change Control

Version	Change Description	Date	Author
v10	Refreshed Format and links.	May 2018	Carlos Munoz