

# Refund Policy

**Colleges of Business and Technology (WA) Pty Ltd**  
 Trading as Curtin College, a member of Navitas Pty Limited  
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## Document

<b>Document Name</b>	Refund Policy
<b>Brief Description</b>	This Policy applies to all prospective and current students of Curtin College (including student applicants) who request to apply or a refund.
<b>Responsibility</b>	College Director and Principal
<b>Initial Issue Date</b>	August 2007
<b>Authorising Body</b>	College Leadership Team

## Version Control

<b>Date</b>	<b>Version No.</b>	<b>Summary of Changes</b>	<b>Reviewer Name and Department/Office</b>
16/7/2024	V4.0	Policy placed into new template. Updates made relate to Refunds (4), Provider Default (10), and removal of student default information	Quality and Compliance Manager

## Related Documents

<b>Name</b>	<b>Location</b>
Complaints Policy	Website
Curtin College Code of Conduct	Website
Deferral, Suspension and Cancellation Policy	Website
Letter of Offer Terms and Conditions	Letter of Offer.
Refund Request Form	
Tuition Assurance Statement	Website
Tuition Fees and Charges Policy	Website

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## 1 Purpose and Scope

### 1.1. Introduction

This Refund Policy sets out the approach of Curtin College relating to the management of student refunds.

### 1.2. Purpose

The purpose of this policy is to provide guidance to prospective, commencing and continuing students on the circumstances under which students are eligible for fee refunds

### 1.3. Scope

This policy applies to all previous, prospective and current students at Curtin College.

Once an applicant accepts a place offered by Curtin College and pays fees, or submits a Request for FEE-HELP, a binding contract for enrolment in a program is created between the student and the College.

## 2 Policy Statement

2.1. Curtin College is committed to the value of fairness and accepts that in certain circumstances students will be entitled to a full or partial refund of tuition fees.

2.2. A student may cancel their enrolment in a unit or program at any point in time. Depending on the timing of that request, a student may be subject to a cancellation charge as outlined in Schedules 1-2 of Policy.

2.3. Refunds will be issued according to Schedules 1-2 in this Policy, using Orientation Date as the 'Commencement Date' for Refund purposes.

2.4. This policy and the availability of the College's Complaints Policy and Appeals Policy does not remove the right of the student to take action under Australia's Consumer Law.

## 3 Fees

3.1. The person signing the acceptance forms is liable for payment of all fees.

3.2. Provision has been made to safeguard payments made in advance by students. All program fees will be deposited into the Curtin College Student Fees Account. When the student commences study, the College will draw down these funds from the Student Fees Account.

## 4 Refunds

4.1. A student may cancel their enrolment in a unit or program at any point in time. Depending on the timing of that request, a FEE-HELP debt and/or cancellation charges may apply.

4.2. A student who wishes to claim a refund will need to complete a refund application form and submit it with the appropriate supporting documentation to the relevant email address noted on the refund form. The refund will be calculated in accordance with the conditions set out in the Fee Refund Schedule (Schedule 1 and 2) as outlined in the tables below.

4.3. Cancellation charges for withdrawal from a program will be applied to the total tuition fees payable for the study period. For commencing students, the tuition fees payable are based on a full time study load, whereas continuing students tuition fees are based on the study load of units selected (enrolled in) in that study period.

4.4. Where a commencing student enrolls in less than a full time study load or withdraws from a single unit on or before week 4 of their first study period, tuition fees for that unit will not be refunded but will instead be credited to the following study period. If the student withdraws from the program before using the tuition fee credit, the credit will be forfeited.

- 4.5. Where a student wishes to withdraw from their program of study, the student must complete and submit a Program Withdrawal Form to obtain a refund. Note: for international students on a 'student visa' the College will carry out any relevant reporting requirements in accordance with legislation.
  - 4.6. Where a student withdraws from their program of study, refunds will be paid within 4 weeks of the student withdrawing.
  - 4.7. Where a continuing student with a tuition fee credit recorded on their account after week 4 of their study period wishes to obtain a refund, the student must complete a Refund Request Form and submit to Reception, showing their Student ID card.
    - Where the student is entitled to a refund of fees under this policy the refund will be paid within 4 weeks of receiving a written (or online) request from the student and subsequent to all relevant details being supplied.
  - 4.8. To prevent fraud, refunds will be paid in Australian dollars and only be made by direct deposit (electronic funds transfer) into the original bank account where the money came from, where fees were paid by credit card a credit will be issued to the credit card for which the payment was made.
  - 4.9. Non-self-supporting students are required to declare that they have their parents' (or legal guardians) permission to obtain a refund of tuition fee credits. Whilst all care is taken, the institution takes no responsibility for refunding monies to a student who has misled the institution regarding permission of parents to do so.
  - 4.10. Students who are officially sponsored will not be permitted to request a refund of any tuition fee credits. In such circumstances, the recorded sponsor must apply to Curtin College for a refund.
- 5 Refund when a visa is refused, or visa renewal rejected
- 5.1. On receipt of proof of visa refusal or if the letter of acceptance was not signed, the student will be entitled to a refund of funds received in accordance with Schedule 1.
  - 5.2. The College will pay the refund due within four (4) weeks after the receipt of the paperwork. The receipt date is calculated from the date the completed (in full) refund form is submitted.
  - 5.3. Where an international student's visa renewal is rejected due to a breach in visa conditions, the student must withdraw from the College and there will be no refund.
- 6 Deferral
- 6.1. Prior to commencing their program and subject to approval, students may apply in writing to defer program commencement to a later study period for reasons other than not meeting admissions requirements such as compassionate and compelling circumstances. The College will credit any fees paid to the relevant study period without penalty. If the student subsequently withdraws, the Refund Policy will apply as at the date the original request for deferment was received regardless of a subsequent offer being made.
  - 6.2. A current student can apply to defer their program at any point in time. Depending on the timing of that request, a FEE-HELP debt and/or cancellation charges may apply.
    - Both international and domestic full fee-paying students applying for deferral of studies within the first four weeks of the commencement of the study period will have their fees transferred to the subsequent period. If the student subsequently withdraws, the Refund Policy will apply as at the date the original request for deferment was received.
    - International and domestic students applying for deferral of studies from the fifth week of the study period will have all fees applicable for that study period forfeited.

## 7 Exceptional circumstances

- 7.1. A student whose withdrawal or enrolment cancellation is due to exceptional or compelling circumstances can request that cancellation charges be waived or reduced.
- 7.2. Requests should outline the reasons for the withdrawal and include documentary evidence, such as medical certificates, to support the request. Requests must be made in writing within twelve months of the date of the withdrawal request.
- 7.3. Requests must be made in writing to the College Director and Principal and submitted to the Curtin College reception or via email to [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au)
- 7.4. FEE-HELP students
  - 7.4.1. A domestic student on FEE-HELP whose cancellation of enrolment was due to special circumstances can request that cancellation charges be waived or reduced or, if applicable, request a remission of their FEE-HELP debt.
  - 7.4.2. Requests should outline the reasons for the withdrawal and include documentary evidence such as medical certificates to support the request.
  - 7.4.3. Applications must be made within 12 months of either the date of withdrawal from the unit(s) or the end of the study period in which the unit(s) were undertaken.
  - 7.4.4. Curtin College must be satisfied that these special circumstances:
    - Were beyond the student's control, and
    - Did not make their full impact on the student until on, or after, the Census Date, and
    - Made it impracticable for the student to complete the requirements of the unit(s) in the period during which the student undertook the unit(s).
    - Medical circumstances, your medical condition must have changed to such an extent that you are unable to continue studying.
  - 7.4.5. The student's application must include independent supporting documentation from, for example, the doctor or counsellor, to support the claims. The special circumstances must occur:
    - Before the Census Date, but worsen after that day; or
    - Before the Census Date, but the full effect or magnitude does not become apparent until after that day; or
    - On or after the Census Date
  - 7.4.6. Curtin College will respond to the student within 28 days from the date the application form is submitted.

## 8 International students granted Permanent Residency

- 8.1. International students granted Permanent Residency (PR) in Australia may become eligible for domestic student tuition fees. PR status is recognized from the date residency is granted by Immigration. If the international tuition fee has already been paid, the difference between that fee and any owing under the applicable rate for a permanent resident in that program will be refunded if the student provides original documentation to prove PR status by the census date for that study period.
- 8.2. If PR is granted after the census date, the student is classified as an international student for the remainder of the study period and must pay international tuition fees for that study period. From the following study period, the student is classified as a Permanent Resident and will be charged the appropriate domestic student fee.

## 9 Transfer from Curtin English and partner providers

- 9.1. Where an existing Curtin English student studying an English Language Intensive Course for Overseas Students (ELICOS) wishes to extend their English study at Curtin English leading to a request to defer their pathway studies at the College in their first study period, a refund equivalent to fees paid less an amount equivalent to 60% of the balance of the first study period's fees can be made available to the student. Any such refund will be paid directly to Curtin University
- 9.2. A Curtin English student who will commence their program at the College after the ELICOS extension is required to pay all tuition fees as per the Letter of Offer before commencing their first study period at the College.
- 9.3. Commencing student who fails to meet a condition of their offer relating to English or academic competency that prevents them from enrolling in their proposed program will be eligible for a full refund of Tuition Fees less an Administration charge of \$500 provided the institution was notified before the study period commenced. In addition to this, evidence of failure to meet (e.g results) the condition must be shown prior to the commencement of the study period as outlined in the Letter of Offer. The full refund policy will apply in cases where a student cannot provide sufficient evidence that entry requirements are not met.
- 9.4. Where a student enrolled in a Curtin College program receives an unconditional offer for direct entry to a program at a partner provider, the student will be entitled to a full refund of tuition fees received for future programs and fees will be transferred directly to the relevant institution.
- 9.5. Where a student enrolled in a Curtin College program receives an unconditional offer for direct entry to a program at another institution the student may be entitled to a refund of tuition fees in accordance with the Fee Refund Schedule (refer to schedule 1 & 2).

## 10 Provider Default

- 10.1. The College reserves the right to withdraw a unit(s) or program on offer at its discretion. If a student is unable to enrol in a similar program or unit(s) at the institution and the enrolment is cancelled, all fees will be refunded.
- 10.2. A provider default would occur when Curtin College:
  - i) fails to provide the course to the student at the location on the agreed starting day
  - ii) cannot provide the course to the student at the location at any time after it starts but before it is completed.
- 10.3. In the unlikely event that Curtin College defaults as a provider, the Tuition Protection Service (TPS) will assist the student in finding an alternative program or to get a refund if a suitable alternative is not found. As per the Education Services for Overseas Students Act 2000 section 46B, Curtin College will give notice to the ESOS agency and TPS Director within 3 business days of the default occurring. For more information on the College's tuition assurance arrangements please refer to the Tuition Assurance Statement located the [College's website](#).

**Note:** Temporary residents are not covered under the TPS and will be dealt with on a case-by-case basis in the event Curtin College is unable to provide a course of study.
- 10.4. For FEE-HELP students, if written notice of withdrawal is received prior to Census Date, the institution will make the necessary adjustments to a student's record so no debt to the Australian Government will be incurred.

## 11 False or misleading information

Where a student is found to have provided fraudulent or misleading documentation or information after accepting a place, or while studying at the college, Curtin College reserves the right to retain up to 100% of any fees paid.

## 12 Complaints

12.1. Students who dispute the College's decision regarding a refund can lodge a complaint under the provisions contained in the [Complaints Policy](#).

12.2. A student who is required to enroll in their next program or program but has registered an appeal and is waiting a determination, will be refunded as outlined in Schedule 1 and 2 of this policy if the appeal is not upheld through the internal or external appeal process.

## 13 Responsibilities

13.1. The College Director and Principal has overall responsibility for this Policy and its operation at Curtin College, including approving refunds granted due to Exceptional Circumstances.

## 14. Compliance

### 14.1. General

College Director & Principal will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy and how they can make refund requests through the College website and support from Student and Academic Services and Support teams

### 14.2. Relevant Legislation

This policy has been developed in line with requirements of:

- The Education Services of Overseas Students Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code of Practice 2018)
- The Higher Education Support Act 2003
- The Higher Education Standards Framework (Threshold Standards) 2021

## 15. Definitions

Refer to the [Glossary of Policy Terms](#) on the Curtin College website.

## 16. Review

This Policy is tested and reviewed at least every 2 years and when there are any changes to the regulatory compliance requirements, legislation, regulation and guidelines.

## 14 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	College Director and Principal	Policy HUB	Permanently	Archived once updated or reviewed

### Schedule 1: Fee Refund Schedule – International Students

Reason For Refund	Notification Period	Cancellation Fee	Refund
Visa refusal – proof of refusal required	Prior to program commencement.	AUD\$500	Full refund of study period fees less AUD\$500
Commencing student who fails to meet a condition of their enrolment which prevents them from enrolling in their program	Before study period /program commences	AUD\$500	Full refund of study period fees less AUD\$500
Commencing International Student on a Navitas English package and withdraws from program	Before study period/program commences	AUD\$1000	No refund of \$1000 deposit for Diploma program
<p>Commencing International Student withdraws from program  <b>or</b>                      Commencing International student's visa is refused, or their visa is cancelled for breach of visa conditions (proof of refusal or cancellation necessary).</p> <p>Study period fees relate to fees paid equivalent to 100 credit points.                      - Refer to policy rules 5.6 &amp; 5.7</p>	More than 10 weeks before study period commences	AUD\$500	Full refund of study period fees less AUD\$500
	4-10 weeks before study period commences	30% of fees for study period	70% of fees for study period
	Less than 4 weeks before study period commences	60% of fees for study period	40% of fees for study period
	Weeks 1-4 of study period	70% of fees for study period	30% of fees for study period
	After Week 4 of study period	100% of fees for study period	No Refund
Continuing International Student withdraws from program in any study period	Before study period Commencement	No charge (Providing subject selection has not taken place)	100% of next study period fees
	Subject selection made but prior to commencement of study period	60% of fees for study period	40% of fees for study period
	Weeks 1-4 of study period	70% of fees for study period	30% of fees for study period
	After Week 4 of study period	100% of fees for study period	No Refund
Continuing International student's application for	Weeks 1-4 of study period	30% of fees for study period	70% of fees for study period

<b>Reason For Refund</b>	<b>Notification Period</b>	<b>Cancellation Fee</b>	<b>Refund</b>
Visa renewal is rejected following breach of visa conditions	Weeks 5-6 of study period	50% of fees for study period	50% of fees for study period
	After Week 6 of study period	100% of fees for study period	No Refund
International Student withdraws from a single unit (subject to policy rules 5.6 and 5.7)	Weeks 1-4 of study period	No Charge	100% of unit fee credited to following study period
	After week 4 of study period	100% of fees for study period	No Refund
Enrolment is cancelled due to gross or serious misconduct by the student	At all times	100% of fees for study period	No Refund
Continuing International student who has been Terminated as a result of Unsatisfactory Academic Progress re-enrolls in units pending the outcome of appeal (either internal or external). The appeal is unsuccessful, and the student is withdrawn from the College.	Up to Week 4 of study period	No Charge	100% of fees for study period
	After Week 4 of study period	50% of fees for study period	50% of fees for study period

## Schedule 2: Fee Refund Schedule – Domestic Students

Reason For Refund	Notification Period	Cancellation Fee	Refund
Domestic Student withdraws from program	Up to Week 4 of study period	AUD\$250	Full refund of fees less AUD\$250 for study period
	After Week 4 of study period	100% of fees for study period	No Refund
Domestic Student withdraws from a single unit	Before the 4 <sup>th</sup> week of study period	No Charge	100% of unit fee credited to following study period or FEE-HELP debt
	After week 4 of study period	100% of study period fees	No Refund or Credit
Enrolment is cancelled due to gross or serious misconduct by the student.	At all times	100% of study period fees	No Refund
Continuing Domestic student who has been Terminated as a result of Unsatisfactory Academic Progress re-enrolls in units pending the outcome of appeal (either internal or external). The appeal is unsuccessful, and the student is withdrawn from the College.	Up to week 4 of study period	No Charge	100% of fees paid for study period or full remission of FEE-HELP debt for study period
	After week 4 of study period	50% of fees for study period	50% of fees for study period or 50% remission of FEE-HELP debt