



---

## Refund Policy Implementation Procedure

Purpose	Sets out the Institute's implementation procedure for tuition fee payments and refund policy.
Location	The policy is maintained on the Pydio - File Sharing Platform ( <a href="http://ee.edu.au">http://ee.edu.au</a> )
Responsible executive	Principal
Responsible office	Principal's Office
Contact officer	TBA
Effective date	30 November 2017
Review date	30 November 2018
Modification history	Jun 2013 (V1), Nov 2016 (V2), Nov 2017 (V3)
Related documents	Tuition Fees Payment and Refund Policy
Authority	Approved by Council

### 1. Purpose

For the consistency of implementing the Tuition Fees Payment and Refund Policy (hereafter "the policy"), this procedure is produced.

### 2. Scope

All candidates who apply the award courses at Elite Education Institute.

### 3. Procedure

3.1 Enrolment Fee is not refundable.

3.2 In accordance with the policy, If the Institute makes an offer on the basis of incorrect or incomplete information being supplied by the applicant/student, the offer will be withdrawn and any refund will occur at the Institute's discretion.

3.3 Where a student, after accepting an offer of a place, gives written notice before commencement of the teaching period and before the relevant census date of their inability to undertake the course, the tuition fees paid for the trimester are refundable in full. However, an administrative fee of 10% of the tuition fee for one trimester may be charged, as applicable.

If the student's withdrawal for the reason of transfer to other provider, to ensure the genuineness of transfer, the following procedure will be followed:

- 50% initial tuition fee payment to be refunded after received the written withdrawal form and the offer letter from new provider; and
- 40% initial tuition fee payment to be refunded after received the new confirmation of enrolment (CoE) from new provider.
- No release letter will be issued if the student hasn't commenced his/her study with Elite. It will be updated at PRISMS with "Non-commencement of studies".
- If the student has commenced his/her study with Elite and the reason of transfer is compelling and compassionate (e.g., different degree, relocation), a release letter can be issued when the withdrawal is approved.



- 3.4 Where a student gives a written notice after the commencement of the teaching period, but before the relevant census date, of an inability to commence the course, 50% of the tuition fees for that trimester are refundable.

If the student's withdrawal for the reason of transfer to other provider, to ensure the genuineness of transfer, the following procedure will be followed:

- 30% initial tuition fee payment to be refunded after received the written withdrawal form and the offer letter from new provider; and
- 20% initial tuition fee payment to be refunded after received the new confirmation of enrolment (CoE) from new provider.
- No release letter will be issued if the student hasn't commenced his/her study with Elite. It will be updated at PRISMS with "Non-commencement of studies".
- If the student has commenced his/her study with Elite and the reason of transfer is compelling and compassionate (e.g., different degree, relocation), a release letter can be issued when the withdrawal is approved.

- 3.5 Where the Institute refuses to provide, or continue providing, a course to the student because the student:
- i. has failed to pay an amount he or she was liable to pay the Institute, directly or indirectly, in order to undertake the course, the tuition fees paid for the trimester are refundable; however an administrative fee of 10% of the tuition fee for one trimester, as applicable;
  - ii. breached a condition of his or her student visa or misbehaved, if:
    - a) before the relevant census date, the tuition fees paid for the trimester are refundable but incurring an administrative fee of 10% of the tuition fee for one trimester;
    - b) after the relevant census date, the student shall not be eligible for a refund.
- 3.6 A student who withdraws or defers from a course for whatever reason after the census date shall not be eligible for a refund.
- 3.7 A student who has his/her visa cancelled after the census date shall not be eligible for a refund, other than as required under related laws, including the ESOS Act. If a student is refused a student visa for the reasons set out in section 28(4) of the ESOS Act, then the provisions of the ESOS Act apply regarding any refund, and not this procedure.

- 3.8 Payment of Refunds
- a. Students seeking a refund must apply in writing to Administration Office using the Institute's Application for Refund Form.
  - b. The Institute must have cleared the fees in its bank account.
  - c. All debts to the Institute must have been paid or any outstanding amounts will be deducted from the refund.
  - d. The refund must be made to the same person or body from whom the payment was received on behalf of the student.
  - e. Refunds will be reimbursed in the same currency as the fees were originally paid in and will normally be made in the student's home country. Exceptions include a refund to a third party who paid the fees on behalf of the student.
  - f. Refunds, when approved, will be paid to the student within 4 weeks after receipt of all relevant documentation, including a written claim from the student. In the case of provider default the refund will be paid within two weeks of the default day as defined in the ESOS Act 2000.