

Procedure Name:	International Student Refund
Document Number:	FIN1.1.02
Approved by:	CEO
Last Approval Date:	April 2022
Review Date:	April 2024
Audience:	Charlton Brown Administration Staff
Contact Officer:	Finance Manager
Related Documents:	International Student Refund Policy; <a href="https://ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback">ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback</a>
Legislation:	<a href="#">Overseas Student (ESOS) Act 2020: National Code of Practice for Providers of Education and training to overseas students Act 2018</a> <a href="#">ESOS Act 2000</a> ;

## 1. Purpose and Scope

This procedure outlines Charlton Brown’s arrangements for assessing and processing refunds for students and applies to all prospective, current and former students.

The International Student Refunds Policy and Procedure will be provided to students in their Letter of Offer/Enrolment Agreement and is also available on the Charlton Brown website

## 2. Exclusions

The following categories of refund are not covered by this procedure:

- Overseas Student Health Cover (OSHC) cancelled after arrival in Australia. International students should consult their OSHC provider about refund provisions.
- Fees for the IES Foundation Year. International students should contact International Education Services Ltd (IES).

*NOTE: Neither the procedures below nor the Charlton Brown Complaints Handling and Appeals Process remove the right of a student to take action under Australia’s Consumer Protection laws or to pursue other legal remedies*

## 3. PROCESS AND KEY CONTROLS

- Eligible students (or their agent/parent/guardian) must apply in accordance with this Procedure for a refund to be considered and processed by Charlton Brown.
- To process a refund application a student must have an amount in credit in their student account.
- The Finance Manager, Charlton Brown, has primary responsibility for managing the student fees function at Charlton Brown, including authorising refunds.
- Charlton Brown will process refund requests within 28 calendar days of receiving a valid student refund application. If information required from a student to process an application is not complete or correct, the processing timeframe will commence once the required information is received.

- Unless stated in the International Student Refunds Policy and Procedure, administrative fees and charges, including the Enrolment Fee, Student Services Fee, and Textbooks and Materials Fee, will not be refunded on the cancellation of enrolment.
- Refunds are paid in Australian dollars.
- Refunds are generally made to the original payment source.
- Students have a right to seek a review of a refund decision in accordance with Section 4 of this Procedure.

## 5. ELIGIBILITY FOR REFUND

1. A full refund of all fees paid will be made where an application for a visa is refused by Australian immigration authorities and a student is unable to commence the Charlton Brown (CB) Program due to the visa refusal. Certified evidence of the visa refusal is required within two weeks from the date of notice.
2. Any student who cancels an enrolment in a CB Program more than three (3) calendar months prior to the scheduled commencement of the Program will have the prepaid tuition fees refunded in full. The Student Services Fee and the Textbooks and Materials Fee will also be refunded in full.
3. Any student who cancels an enrolment in a CB Program between one (1) and three (3) calendar months prior to the scheduled commencement of the Program will have the prepaid tuition fees refunded.
4. Any student who cancels an enrolment less than one (1) calendar month prior to the scheduled commencement of the CB Program, or after the Program has commenced, is not eligible for a refund of any fees paid.
5. A refund is not payable where Charlton Brown cancels a student's enrolment in the following circumstances:
  - a. 5.1. Charlton Brown withdraws an international student's offer of a place in the CB Program or cancel's an international student's enrolment in the CB Program, due to the provision of incomplete or incorrect information in an application for admission. In this case the cancellation charge will be applied as per 5.2 – 5.4 above.
  - b. 5.2. Charlton Brown cancels a student's enrolment in the CB Program under the Charlton Brown Student Misconduct Policy. In this case no fees paid by the student are refunded.
6. Any student who is provisionally enrolled in the CB Program on condition of presenting evidence of meeting English language proficiency requirements and cannot achieve the required condition, will have the prepaid tuition fees refunded in full. The Student Services Fee and the Textbooks and *Materials Fee will also be refunded in full.*
7. The second fees instalment is payable unless a student cancels their enrolment prior to the due date. No refund of any second instalment fees paid is payable after the payment due date.

8. Any international student who becomes an Australian citizen or permanent resident, or a New Zealand citizen, during their enrolment in the CB Program and subsequently cancels their enrolment, no fees paid by the student are refunded. The student may complete the CB Program, however the offer of guaranteed admission to a University will be withdrawn.
9. In the unlikely event that Charlton Brown is unable to deliver a Program in full, a student will be offered a refund of all unspent prepaid tuition fees paid for the study period in which the default occurs and any tuition fees paid in advance for future studies in the Program, or the student may be offered enrolment in an alternative program.

If Charlton Brown is unable to deliver the program that has been paid for and does not offer students an alternative program that they accept, or pay a refund of unspent prepaid tuition fees, the Australian Government's Tuition Protection Service (TPS) will assist students to find an alternative program or to get a refund, if a suitable alternative is not found.

## 6. APPLICATIONS FOR REFUND

1. Students (or parent/guardian if student is under 18 years of age) applying for a refund must submit an online Cancellation form via the Charlton Brown Student Portal.
2. Charlton Brown will process refund requests within 28 calendar days of receiving a valid student refund application. If information required from a student to process an application is not complete or correct, the processing timeframe will commence once the required information is received.
3. Where a student provides documentary evidence clearly demonstrating that compelling or compassionate circumstances apply, a refund of fees will be at the discretion of Charlton Brown and will be consistent with the Charlton Brown International Student Refund Policy.

**NB.** Compelling and compassionate circumstances are generally those beyond the control of the student and which have an impact upon the student's academic progress or well-being. These include, but are not limited to:

- i. Serious illness or injury.
- ii. Bereavement of close family members such as parents, siblings, or grandparents.
- iii. Major political upheaval or natural disaster in the home country.
- iv. Involvement in a traumatic experience.

**7. APPEALS PROCESS**

1. Students will receive written notification of a decision regarding their refund application within 14 calendar days of receiving a valid student refund application. The student will also be provided with a copy of the Charlton Brown Complaints Handling and Appeals Process. Where any student disagrees with Charlton Brown’s application of the Refund Policy and Procedure the student has 20 working days to submit an appeal using the Charlton Brown Complaints Handling and Appeals Process.
2. The student’s appeal is reviewed by the Finance Manager. Students will receive written notification of a decision regarding the outcome of the appeal, including any reasons for an appeal being denied.
3. If the appeal is denied the student is informed of their option to appeal to the Queensland Ombudsman. The student is informed that they have 10 working days to make an appeal to the Queensland Ombudsman and that they are required to inform Charlton Brown of their case number as proof of lodgement.

**Definitions**

<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students. Database of every course and institution that enrolls overseas students.
<b>Confirmation of Enrolment (eCoE)</b>	A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student’s eligibility to enrol in the particular course of the registered provider and specifies the dates of the enrolment period.
<b>Enrolment</b>	Where the student has been issued with an eCoE to confirm acceptance by Charlton Brown is occupying a place in the CRICOS registered course for which the student was accepted. The period of enrolment includes any scheduled breaks between terms.
<b>Enrolment Agreement</b>	Written agreement between Charlton Brown and student which outlines provisions and conditions of enrolment.
<b>ESOS Act</b>	The Education Services for Overseas Students Act 2000. This Act regulates the delivery of education services to international students.
<b>Fees instalment</b>	Fees for the CB Program are payable quarterly instalments. The first is payable upon acceptance of offer.
<b>Letter of Offer</b>	An official document issued to offer a student admission in a course.
<b>National Code</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

<b>PRISMS</b>	Provider Registration and International Students Management System. The system used to process information given to the Department of Immigration and Border Protection by registered providers.
<b>Student</b>	A student who is enrolled at Charlton Brown and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code 2018.
<b>Student Visa</b>	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the Migration Act 1958.

## Reference List

### Contacts

#### **CHARLTON BROWN Student Information**

<b>Description</b>	Contact details for all enquiries
<b>Contact Details</b>	Email: <a href="mailto:studentservices@charltonbrown.com.au">studentservices@charltonbrown.com.au</a> Phone: (07) 3216 0288 Address: Level 4, 102 Adelaide street, Brisbane Q 4000

#### *Queensland Ombudsman*

<b>Description</b>	Contact details for students to appeal decisions once the Charlton Brown appeals processes have been exhausted
<b>Contact Details</b>	+61 7 3005 7000 Level 18, 53 Albert Street, Brisbane QLD 4000 GPO Box 3314, Brisbane QLD 4001 <a href="http://ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback">ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback</a>

#### *Australian Commonwealth Government Department of Home Affairs*

<b>Description</b>	Contact details for visa enquiries
<b>Contact Details</b>	299 Adelaide Street, Brisbane QLD 4000 GPO Box 9984, Brisbane QLD 4001

## Version History

<b>Review Period:</b>		2 years from date of last approval		
<b>Version Number:</b>	<b>Approved by:</b>	<b>Approval Date:</b>	<b>Effective Date:</b>	<b>Sections Modified:</b>
D1	Compliance Manager			Procedures developed
V1	CEO	April 2022	April 2022	Procedure Approved

**PROCEDURE**

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