

Refund Policy and Procedures

1. Scope

This policy is applicable to prospective students and students enrolled in the Oxford House (OHC) courses.

2. Purpose

This Policy and Procedure is in place to ensure that OHC provides prospective and enrolled students with clear and transparent information about refunds.

3. Policy Principles

- 3.1 OHC ensures that it will refund tuition and non-tuition fees in accordance with OHC's Refund Policy and applicable legislation.
- 3.2 The Procedures below list the tuition and non-tuition fees that may or may not be refunded to the student (including any tuition and non-tuition fees that may have been collected by the student's education agent on behalf of OHC).
- 3.3 Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request.
- 3.4 OHC will respond to all requests within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval.
- 3.5 If OHC is unable to commence, continue or complete the delivery of a course, tuition fees will be refunded within 14 days.
- 3.6 All refunds will be paid to the person with whom OHC has a contract unless written authority is received by OHC to pay another party. In the case of students who have paid fees via an education agent, refunds will be paid to the agent's account unless the student authorises otherwise.
- 3.7 For OHC packaged offers, the second and subsequent Confirmations of Enrolment (CoEs) will incur a \$1500 non-refundable deposit. Where a student has a packaged offer with a partner institution, and the OHC course is the principal course, OHC reserves the right to impose a non-refundable deposit prior to the issue of a CoE.

4. Procedure Principles

Accommodation

- 4.1 Accommodation fees will be refunded provided two weeks' notice of cancellation is given before the commencement date of the homestay.
- 4.2 If a student cancels the accommodation within the two weeks before homestay commences, two weeks homestay fees will be deducted from the refund.
- 4.3 Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

Visa Rejection

- 4.4 Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable.
- 4.5 Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

Withdrawal

- 4.6 If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid.
- 4.7 If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

Deferral

- 4.8 Where a student has been granted a deferral prior to commencement of a course or trimester, tuition paid will be transferred to the subsequent study period.
- 4.9 Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

Suspension

- 4.10 If a course suspension is approved before the census day for that trimester, all fees paid for that trimester will be held in credit.
- 4.11 If the student has enrolled in units of study and the course suspension is approved after census date the unused portion of tuition fees paid will be held in credit.
- 4.12 Where the student does not take up their place in the subsequent study period, a refund will only be payable if the student visa is not granted.

Misconduct

- 4.13 Where a student's enrolment is cancelled because of misbehaviour, fraudulent documentation or breaching of visa conditions there will be no refund.

Provider Default

- 4.14 Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.
- 4.15 In the unlikely event that OHC is unable to deliver a course in full, the student will be offered a refund of any unused course fees that the student has paid to date.
- 4.16 The refund will be paid to the student within 14 days of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course at no extra cost to the student.
- 4.17 The student has the right to choose whether he/she would prefer a full refund of unused course fees, or to accept a place in another course. If the student chooses placement in another course, OHC will ask the student to sign a document to indicate that the student accepts the placement.
- 4.18 If OHC is unable to provide a refund or place the student in an alternative course the Tuition Protection Service (TPS) will place the student in a suitable



alternative course at no extra cost to the student, or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

5. Complaints and Appeals

Students have the right to make complaints and seek appeals of decisions and action under various processes, which does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.