

## Tuition Fee Refund Policy and Procedure

### Overview

Related Standard: SRTO 2025 – Clause 18

National Code 2018: Standards 2 & 3

This policy outlines the RTO's approach to managing fees, payments, and refunds, ensuring transparency, fairness, and compliance with relevant regulatory standards. It defines the conditions under which fees are payable, the circumstances under which refunds may be granted, and the process for students to request a refund. The policy aims to protect both the RTO and students by clearly communicating financial obligations and refund entitlements, ensuring that all financial matters are handled consistently and fairly.

### 1. Purpose

This policy ensures that all student fees are managed transparently and in compliance with national standards. Global Institute of Education implements protective measures for prepaid fees and provides timely, fair refunds aligned with SRTO 2025 Clause 18 and National Code requirements.

### 2. Legislative Context

- SRTO 2025 – Clause 18
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standards 2 & 3 ESOS Act 2000
- Tuition Protection Service (TPS) Guidelines

### 3. Scope

Applies to all current and prospective students, RTO staff, and third-party agents managing enrolment, fees, and student support.

### 4. Policy Statement

Global Institute of Education ensures students are fully informed of all course fees and refund rights before enrolment. Prepaid tuition fees are protected via approved mechanisms, and refunds are processed in line with provider obligations, including the TPS scheme for international students.



## 5. Procedures

### I. Fee Transparency and Student Communication

- Provide all students with a clear breakdown of course fees, material costs, and optional charges via the Offer Letter and Student Agreement.
- Explain refund terms, non-refundable fees, re-enrolment costs, and payment plan options at the time of enrolment.
- Ensure fee schedules are accessible on the website and updated in the Student Handbook.
- Notify students experiencing financial hardship of available support options, including payment plans or deferrals.

### II. Collection and Management of Prepaid Fees

- Do not collect more than \$1,500 in advance from domestic students unless a protection strategy (bank guarantee or TAS) is in place.
- Record all fee payments in the Prepaid Fee Ledger and reconcile monthly.
- For international students, ensure participation in the Tuition Protection Service (TPS) and disclose fee protection arrangements prior to enrolment.

### III. Refund Processing and Conditions

- All refund requests must be submitted via the Student Refund Application Form.
- Assess applications based on policy terms, compassionate grounds, and unused services.
- Refunds due to provider default are processed automatically without student application.
- Issue of written refund decisions and payments within 28 business days of valid request.
- Refunds must be made to the original payer (student, employer, or guardian).

### IV. Refunds from Provider Default or Course Cancellation

- If the RTO cannot provide a course or service, initiate one of the following within 5 business days:
  - a) Arrange a suitable alternative course at no additional cost, or
  - b) Refund unused prepaid tuition fees.
- Record actions and student outcomes in the Fee Protection Register.
- Notify affected students formally, outlining options and refund eligibility.

### V. Refund Appeals and Recordkeeping

- Allow students to appeal refund decisions through the Feedback, Complaints and Appeals Policy.

- Maintain complete records of refund requests, decisions, communications, and transactions in the Refund Register.
- Conduct annual audits to ensure compliance with the refund policy and Clause 18 of SRTO 2025.

Procedure	Responsibility
<b>Provide clear fee breakdown and refund conditions at enrolment.</b>	Admissions Officer
<b>Maintain Prepaid Fee Ledger and limit upfront collections for domestic students.</b>	Finance Officer
<b>Ensure participation in TPS and disclose fee protection to international students.</b>	Compliance Officer
<b>Assess and process refund applications within 28 business days.</b>	Finance Officer
<b>Automate refunds in the event of provider default or course cancellation.</b>	CEO
<b>Notify students of refund outcomes in writing and explain any deductions.</b>	RTO Manager
<b>Retain a full audit trail of all refunds and decisions.</b>	Compliance Officer
<b>Allow appeals through the Feedback, Complaints and Appeals Policy.</b>	Student Support Officer