

Refund of Fees for International Students

Procedure

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| Related policies and documents: | Refund of Fees for International Students Policy Fees, Charges and Refund Policy, Education Services for Overseas Students Act 2000 Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Payment of Tuition Fees Procedures, International Student Refund Request Form Student Complaints, Grievances and Appeals Policy Student Complaints, Grievances and Appeals Procedure. |

Purpose

To ensure that William Angliss Institute (WAI) complies with provisions under the Education Services for Overseas Students (ESOS) Act 2000, the Standard Codes 2018, and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) requirements.

To ensure that WAI implements a fair and equitable refund process for international students and intending international students who have made payment to undertake a course of study at WAI in Melbourne/Sydney.

This procedure applies to staff in International Office dealing with requests for refunds and staff in the Finance Department involved in the preparation and payment of refunds.

Procedure

International Students

Establishment of Application and Acceptance Procedures

The Manager International Office will ensure Application and Acceptance Procedures are established which detail Terms and Conditions of Enrolment that include a written agreement with international students that states:

- The length of each study period for the course.
- Tuition fees for each study period for the course.
- Limits on prepaid tuition fees.
- Refund requirements in case of student default.
- Refund requirements in case of provider default.
- Refund process and payment of refunds.

Establishment of Fee Payment Procedures

The Manager International Office will ensure Payment of Tuition Fees Procedures are established which detail the methods of payment in a variety of circumstances such as:

- New students
- Continuing students
- Accelerated mode of studies

- Repeat subjects
- Credit subjects
- Internal course transfers
- Non-payment of fees

Availability of Course Fee Documents to International Students

The documents dealing with the Application Procedures for International Students, the Payment of Tuition Fees by International Students and the Acceptance Agreement (including refunds) will be published and available to international students or intending international students in the WAI International Course Guide, on WAI's web site and in the International Office.

Requirement for International Students to Sign a Declaration

International students or intending international students will be required to sign declarations on the Application for Enrolment as an International Student form to indicate that they have read WAI's Course Guide for International Students and understand the information relating to the course they have selected, the admission requirements and procedures, the conditions of enrolment including the payment of tuition fees and the refund policy.

Requirement for International Students to Sign an Acceptance Agreement

The Manager – International Office will ensure all terms and conditions relating to refunds are included in the Acceptance Agreement in compliance with the requirements of the ESOS Act 2000.

By signing an acceptance agreement to accept a place as a full fee paying international student at WAI, an international student enters into an agreement with WAI for a course of study and accepts the refund policy as part of the terms and conditions (refer to the Refund Policy). This agreement is for the expected duration of the student's program(s) including packaged programs and it means that there is an obligation on the student to pay the tuition fees for the total course duration.

All requests for refunds will be processed by staff and approved by the Manager International Office via Student Management Solutions (SMS) and paperwork must be submitted to the Finance Department for processing.

For details of Refund eligibility, refer to Refund Policy for International Students.

Processing Applications and Payments

WAI will not accept or process an application form from an international student or intending international student unless the declaration on the application form is signed.

WAI will not accept or process payments from an international student or intending international student unless the declaration on the Acceptance Agreement for an intending international student is signed.

Refund requests

Apart from instances of provider default where no Application for Refund is required, an international student or intending international student must make a claim for a refund by completing and submitting the International Student Request Form to:

**Manager International Office
William Angliss Institute
555 La Trobe Street
Melbourne Victoria 3000
Australia**

The claim must identify the reason for the refund and must include supporting documentation according to the circumstances that are stated in the Refund Policy.

Students, who have been granted a student visa and decided to return home or not to come to Australia, will need to show proof that they voluntarily cancelled their student visa before refund of tuition fees can be processed.

The request must be signed and dated correctly by the student. Signature of the request must match the

student's signature on the application form and the Acceptance Agreement and/or other documents provided to WAI. The date of notification of the request for a refund is from the date the request is received at the International Office.

The student must show proof that the tuition fees have been paid in full at the time the refund request is made and all debts (such as library fines and late fees) to WAI have been paid in full before the refund request can be processed.

Payment of Refunds

A refund due to provider default will be paid within 2 weeks after the default day.

A refund due to student default will be paid within 4 weeks after the default day provided all the required forms and evidence have been submitted and approved.

Refunds will be paid directly to the student or the person nominated by the student. The refund will be calculated in the currency of the country the bank account is held in and the exchange will be determined on the day of the transaction.

The provision of a refund from WAI does not guarantee the issue of a release letter and conversely the issue of a release letter does not guarantee the eligibility for refund. Refer to *International Students Application for Release Policy*.

Appeals Process

Please refer to the WAI's *Student Complaints, Grievances and Appeals Policy and Procedure*.

A student who is refused a full refund or partial refund or any refund under the WAI Refund Agreement may appeal within 10 business days.

Resolution Processes

The *Acceptance Agreement* that the student signed and WAI's dispute resolution processes do not stop the student's right to pursue other legal remedies or to take action with the Ombudsman and/or under Australia's consumer protection laws.