

3.0 Policy & Procedures

3.1 Student Default

QAT will not refund enrolment fees. In the event that the enrolment fee was waived or discounted as a promotion, \$200 will be charged for administration cost on cancellation, this will be deducted from the prepaid fees.

QAT will not refund Overseas Student Health Cover (OSHC) if we have already issued the health cover certificate. **Students may have to apply directly to Medibank Private.**

All course fees paid and home stay fees will be refunded (except the home stay placement fee and the enrolment fee) if the student cancels with more than 28 days notice (no reason for cancellation is required).

A Part Refund will be given if the student **cancels with 28 days or less notice. Reason for cancellation is required.** The enrolment fee and home stay placement fee will not be refunded. See conditions below:

- If the student's pre-paid tuition fees is 30% or less, there will be no refundable amount.
- If the student's pre-paid tuition fees is more than 30%, the refundable amount is the excess of 30% (except the home stay placement fee and the enrolment fee).

QAT is under no obligation to refund any course fees paid if:

- the student cancels after the student has started his or her course.
- a student's visa is cancelled by DIBP because of poor attendance/ academic course progress.
- the student arrives at QAT later than the agreed start date, or does not start their course on time as per QAT's Non-Commencement Policy.

Refund of unspent tuition fees under Section 47(E) of the ESOS Act in other cases: this refund relates to student default in case of **visa refusal:**

QAT will refund all pre-paid tuition fees less the following:

The lesser of:

- 5% of the total amount of pre-paid fees that we received in respect of the student for the course before the default day; or
- The sum of \$500

QAT will notify DIICSRTE and the TPS Director of student default within 5 business days, and of the outcome of discharge of obligations to said student within 7 days of the end of the default period.

3.2 Provider Default

If QAT defaults, it will notify DIICSRTE and the TPS Director within 3 business days, and will notify the students in writing within the same timeframe.

In the event that QAT is unable to deliver the course in full, the student will be offered a refund of all the course money paid. The refund will be paid within 4 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by QAT at no extra cost within 14 days. The student has the right to choose whether they would prefer a full refund of

course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted. QAT will notify DIICSRTE and the TPS director of this outcome within 7 days.

If QAT is unable to provide a refund then the school will, under the (TPS) Tuition Protection Service, or before 1 July 2012 the (TAS) Tuition Assurance Scheme, place the students in a suitable alternative course at no extra cost, unless students choose a more expensive alternative course.

If QAT cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

Any refund will be paid within a period of four weeks after the official day of default/ cancellation.

The student must fill out a "Refund Form" which must either be handed to the reception staff at QAT or emailed together with any supporting documents (i.e. DIBP visa refusal letter flight tickets, medical certificate etc.).

Under the legislation, refunds will only be paid to the person who entered into the contract with QAT, unless the person who entered into the contract gives written direction to QAT to pay the refund to someone else, (in this case the agent).

3.3 Study Periods

For student visa holders:

From 1 July 2012, the amended Education Services for Overseas Students (ESOS) Act 2000 Tuition Protection Service (TPS) requires that if your course's study period is 24 weeks or less, you are required to pay the full course fees at least 2 weeks prior to the commencement of the course, unless otherwise agreed with QAT. However, on 11/07/12, PRISMS issued a bulletin stating that the period had changed from 24 weeks to 30 weeks to allow an additional six weeks for orientation and holiday periods. Consequently, please note that at QAT, study periods are defined as follows:

TYPE	LENGTH OF TIME
For tuition fee purposes	30 weeks
VET course progress monitoring	4 weeks
ELICOS course progress monitoring	12 weeks

QAT may not receive more than 50% of the total tuition fees for the course before the student commences (except for short courses of 30 weeks or less).

In the event of early termination, all unpaid fees for the specific course need to be paid before the termination will be considered. Late payment and non payment of fees are against Australian law and are reportable to the Department of Immigration and Border Protection (DIBP) five days after the appeals process has been completed.

If the student commences a long term course, QAT does not require the final 50% of tuition fees until week 30 or two weeks before the start of the second study period, as per changes to PRISMS effective 11 July 2012.