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## REFUND POLICY

### Purpose

Refund information provided to students is to be designed to ensure that all details relating to fees and charges are known prior to enrolment and comply with relevant legislation regulations and standards. This policy will result in a fair and equitable refund policy for students of SERO Institute.

### Scope

This policy relates to students of SERO Institute and applies to all staff and management of SERO Institute.

### Policy Statement

SERO Institute ensures that the Refund Policy adheres to the requirements of the Standards for Registered Training Organisation (RTO) 2015 and the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007.

In compliance with Standard 3, this policy administers the following institutional standards as part of SERO Institute's operational and organisation standards:

1. SERO Institute's written agreements with the students contain the amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of SERO Institute).
2. SERO Institute's written agreements with students clearly state the process for students to make an application for a refund.
3. SERO Institute's written agreements contain a plain English explanation of what happens in the event of a course not being delivered.
4. SERO Institute's written agreements contain the statement, "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

**Application:** Refund of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees are non-refundable under any circumstances, except in the unlikely circumstances where SERO Institute is unable to provide the course.

**Full Refund:** SERO Institute will make a full refund of course fees paid (and may retain an enrolment fee and administration fee) in the following circumstances:

- If an application for a student visa is unsuccessful, SERO Institute reserves the right to retain either 5% of tuition fees paid or AUD\$500, whichever is the lower. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to SERO Institute upon visa refusal. Refund payments can then be processed within 14 days.
- In the unlikely event that SERO Institute is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by SERO Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If SERO Institute is unable to provide a refund or place you in an alternative course, the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
- SERO Institute reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enrol in a similar course at SERO Institute, all fees will be refunded within 14 days.
- If written notice of withdrawal is received from a candidate at least 28 days prior to the commencement of the term, a full refund, less an administration charge of AUD\$200, enrolment fee of AUD\$220 and where applicable, any agent's fees, will be granted.

**Partial Refund:** SERO Institute will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received from a candidate less than 28 days prior to the commencement of the term, 75% of the deposit paid will be refunded less an administration charge of A\$200, enrolment fee of AUD\$220 and where applicable, any agent's fees.

#### **No Fee Refund**

- If a student withdraws from, cancels or fails to attend a program or course after the start of the program, with the exception of visa refusal, SERO Institute will not refund any of the fees paid for that program or course semester. The Student will be required to pay any outstanding balances for the course. No refund will be issued for monies paid to SERO Institute for Overseas Student Health Cover (OSHC), airport pick-up or accommodation bookings.
- Refunds for any monies received by SERO Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.

- In the event that an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already finished.
- In the event that the student seeks and is granted approval by SERO Institute to transfer to another provider prior to completion of six months' study of the principal course, no refund of any course money paid in advance will be granted. Any outstanding fees for the course must be paid prior to release.
- In the event that the Student's enrolment is cancelled because of infringement of SERO Institute's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted.

**Requests for Refund of Tuition Fees:** A student who wishes to apply for a refund of tuition fees in accordance with this Refund Policy should do so in writing and stating reasons and relevant details by submitting it to the Principal Executive Officer (PEO).

**Payment of Refund:** All refunds for which a student is eligible will be forwarded, within 14 days, to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the student or his/her guardian. SERO Institute will provide the student with a statement detailing the calculation of the refund.

Refund applications must be in writing and processed within fourteen (14) days. All refunds must be authorised by the Principal Executive Officer or their appointed representative.

**Refund Policy:** Under Standard 3.2, SERO Institute is required to include information about what would happen in the case of both student and provider default. Students have the right for refund when SERO Institute has:

1. Failed to provide the course at the agreed location and starting date
2. Ceased providing courses to students after it starts and before it is completed

Upon enrolment, the signed statement of fees and availability of complaints and appeals process does not remove the rights of the student to take action under Australia's consumer law.

- If a student withdraws from his or her course and would like a refund, or to have fees reduced, they need to make a request in writing and submit a completed refund/remittance form.
- Applications for refunds must be received within 21 days of cancellation.
- Assessing refund requests will be based on the cost of the services SERO Institute provided to the student.

## **Refund Procedure**

If you request for a refund is approved:

1. We'll let you know our decision in writing along with any refund or adjustment notice.
2. All refund requests are to be authorised by the Principal Executive Officer and applications processed within fourteen (14) days of the application being received.
3. Refund request are to be entered into the student management system and copies of evidence are stored within the student's file.