



## FEE REFUND POLICY

---

### PURPOSE

The purpose of this policy is to undertake the following:

- Provide guidance to organisation staff and students regarding the approach that NVR Education Australia (NVR) will use in managing requests for fee refunds
- Provide guidance on how the organisation will manage requests for course cancellations including transfers in relation to course fees received
- Address the requirements of all relevant legislations including Standards for Registered Training Organisation, National Code and ESOS Act.

### COMPLIANCE

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards, as well as the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2 and 3.

### RESPONSIBILITY

Accounts Manager and Principal are responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implements its requirements.

### POLICY

#### REQUIREMENTS

- Enrolment fees are non-refundable in all cases.
- A \$500 Administrative fee will be charged to process refunds
- Non-tuition fees such as material fees, CoE reissuance fees, credit transfer application fees etc are non-refundable apart from when the student visa is cancelled before the course start date
- All refunds will be calculated based on tuition fees received by the organisation
- No course fees will be refunded if the student is scheduled to study in another course within the organisation. Refundable amount will be adjusted in future payments for the same course
- Where a refund is approved, NVR Education Australia will make payment of refunds within 28 days of receipt of Fee Refund Application Form. Fee refunds will be made within 14 days after receipt of application when NVR defaults
- No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party
- The refunds will be processed to any nominated account the student has provided on the completed Fee Refund Application Form
- No refunds will be paid to overseas bank accounts
- All refund applications must be approved by the Principal
- If a refund request is refused by NVR a student may appeal NVR decision through its complaints and appeals procedure. This policy does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees
- The refund policy is subject to review from time to time. Students and other stakeholders are recommended to access the latest version of the policy from NVR website
- Where NVR Education Australia is unable to provide a refund, or offer you an alternative course, the Tuition Protection Service (TPS) operated by the Australian Government will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information, visit the TPS website [www.tps.gov.au](http://www.tps.gov.au)
- Any special circumstances of request for refund will be assessed case by case (The example of special circumstances may include death or sick of family members who require the student to return to their country or the student requires medical treatment due to sickness etc.). Please contact NVR for more information of special circumstances request for refund



## FEE REFUND POLICY

---

### METHOD

**Note:** The \$500 Administrative fee will be charged to process refunds under all categories specified below

### VISA REJECTION/CANCELLATION

#### Before scheduled course start date

If a student visa has been refused by Immigration before the student course start date, NVR will refund all course fees received, less 5% of the course fees (up to a maximum amount of \$500).

#### Due to fraudulent documentation or false and misleading information before scheduled course start date

NVR will not refund any fees if a student's visa has been refused due to fraudulent documentation or false and misleading information.

#### Student Visa Cancellation after scheduled course start date

If a student visa has been refused by Immigration after the student course start date, NVR will refund all course tuition fees received, on a pro rata basis. Calculations will be conducted based on 36 weeks of tuition period within a year.

### STUDENT DEFAULT AND CANCELLATION

#### Student Cancellation before scheduled course start date

If a student submits the "[Fee Refund Application Form](#)" with all other relevant evidence as per organisational policies and procedures 28 days before the start of their course, NVR will refund all course tuition fees, less 5% of the course fees (up to a maximum amount of \$500).

NVR will not refund any tuition fee if "[Fee Refund Application Form](#)" with all other relevant evidence is received less than 28 days before the start of their course.

#### Student Cancellation after scheduled course start date

NVR will not refund any fees if a student withdraws after their course start date. NVR will also not refund any fees if student decides to withdraw the Administrative Appeals Tribunal (AAT) application on their visa refusal and wishes to cancel enrolments with NVR.

#### Students Transfer to another course within NVR

All unused course fees received will be automatically transferred to the next course student is studying within the organisation. Calculations will be conducted based on 36 weeks of tuition period within a year.

#### Provider Default

NVR defaults if a course does not commence on the designated day or is cancelled after it has started. No student will be disadvantaged, and a full refund of all course fees will be made if alternative arrangements are made so that the commencement date is more than 14 days from the original commencement date.

If you are enrolled in a course that NVR cancels or stops providing after the course has started, then NVR will refund all tuition fees received, on a pro rata basis. Calculations will be conducted based on 36 weeks of tuition period within a year.

All calculations within the above three cases are calculated based on information provided in Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014. For further details and calculation examples, see