



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 Outcome Standards for Registered Training Organisations (RTOs), the National Code, the ESOS Act and the Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

COMPLIANCE

This complies with:

- Standard 2.1 of the Outcome Standards for RTOs
- ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

RESPONSIBILITY

The Accounts and Student Services Officer, 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.

All refund applications must be approved by the Principal.

REQUIREMENTS

- All refund requests must be submitted in writing using the Fee Refund Application Form and must be supported by relevant documentary evidence
- Enrolment fees are non-refundable in all cases
- A \$500 administrative fee will apply for student cancellation before the scheduled course start date (except where refund is governed by the ESOS Calculation of Refund Instrument 2024).
- 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 and the Explanatory Guidance to the Education Services for Overseas Students (Calculation of Refund) Instrument 2024
- 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 and relevant documentary evidence. 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
- Refunds may be processed to overseas bank accounts. Any bank charges, international remittance fees, or currency exchange rate differences associated with overseas transfers will be payable by the student and may be deducted from the refund amount.



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- 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
- 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.). Supporting documentary evidence must be provided. Please contact NVR for more information of special circumstances request for refund.
- All refund calculations are calculated based on information provided in Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Instrument 2024. For further details and calculation examples, see [Education Services for Overseas Students \(Calculation of Refund\) Instrument 2024](#)

METHOD

VISA REJECTION/CANCELLATION

Before scheduled course start date

If the student was refused a student visa and the refusal caused the student to fail to start the course at the location on the agreed day, NVR will refund all tuition fees received minus the lesser of 5% of the total course fees received or \$500. Any material fee paid will also be refunded in the case of visa rejection before the course start date.

No additional administrative fees will apply.

Refunds will be processed within 28 days of receiving evidence of visa refusal and a completed Fee Refund Application Form.

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 provided by the student.

Student Visa Cancellation after scheduled course start date

If a student visa has been refused by Immigration after the student course commencement date, NVR will refund any unused portion of tuition fees. The refund will be calculated by subtracting the tuition fees for the portion of the course delivered up to the default day from the total tuition fees paid. Any material fee paid is non-refundable in the case of visa refusal after the course start date.

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 the \$500 Administration Fee.



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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 from the Administrative Appeals Tribunal (ART) on their visa refusal and wishes to cancel enrolments with NVR.

A Student defaults where they:

- Fail to commence on the agreed start date (Onshore students)
- Withdraw from the course after commencement
- Breach student visa conditions
- Have their enrolment cancelled due to misconduct
- Otherwise cease undertaking the course

Additional Student Default Scenarios:

The following situations constitute student default and do not automatically entitle the student to a refund:

- Student decides to return permanently to their home country
- Student changes to another visa (including but not limited to Partner visa, Training visa, Subclass 485 visa, Protection visa or other non-student visa)
- Student transfers to another provider
- Student relocates to another state or region
- Student discontinues study for personal, financial, employment or lifestyle reasons.

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. The amount transferred will be calculated based on the tuition fees for the portion of the course not yet delivered, in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024

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 a student is enrolled in a course that NVR cancels or stops providing after the course has started, NVR will refund the unused portion of tuition fees for the part of the course not delivered, in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

ASSOCIATED DOCUMENTS AND FORMS

- *Fee Refund Application Form*
- *Fee Refund Calculator*
- *Complaints and Appeals Form*



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DOCUMENT CHANGES AND MODIFICATIONS'

Date	Summary of changes	Approved by
18/11/2022	Updated visa refusal outcomes	Samantha
26/11/2024	Updated associated documents and forms	Catherine
05/12/2025	Clarification of refund calculations for visa refusal prior to commencement and inclusion of fee refund calculator document	Samantha