

HIIE INTERNATIONAL STUDENT REFUND POLICY

INTRODUCTION

Purpose

The purpose of this document is to inform students of the refund process prior to any monies being paid by student

Outcome

This policy will ensure that all parties follow the agreed process for requesting, evaluating and payment of refunds where required

Scope

The scope of this document is limited to international students requesting refunds within the given scope and conditions described in this policy.

Intended Audience

International Students
HIIE Staff

Overview

This policy outlines the procedures and steps involved for International Students to request a refund as well as the guidelines for HIIE staff to evaluate the refund request. This policy complies with the National Code 2018 Standard 3

TERMS AND CONDITIONS

- All applicants/students must read and understand the Refund Policy and must agree to the conditions below.
- Tuition Fees are defined as fees payable for tuition as officially published or provided by HIIE. Course fees are tuition fees plus any enrolment fee and learning resource fee where applicable.
- This Refund Policy must be provided to the student prior to any payment being made. *National Code 2018 Standard 3 & Education (Overseas Student) Registration 2018 7(3)*.
- Accommodation placement, airport reception and additional private tutoring fees are not refundable in any circumstances.
- Any approved refund provision will be paid by HIIE in AUD, to the person who has entered into a contract with HIIE, unless this is impracticable in accordance to *Education (Overseas Student) Registration 2018 7 (2) (c)*.

Hills International Institute of Education

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PROCESS FOR REFUND

- Tuition Fees are defined as fees payable for tuition as officially published or provided by HIIE. Course fees are tuition fees plus any enrolment fee and learning resource fee where applicable.
- All refund requests including refund due to provider default, must be made in writing addressed to Student Services. Students must complete the "Suspension of Studies/Deferral/Cancellation of Enrolment Application Form" and the "Fees Refund Form". Students can hand in the paper form(s) at the HIIE reception, or email to Student Services via: enquiries@hiie.edu.au. Hills International Institute Education (HIIE) will respond to your request within 28 days (4 weeks) upon receiving your application form.
- A full refund of paid course fees will be given only if a refund request is received more than 28 days (4 weeks) before the course commencement; only 80% of the paid course fees will be refunded if HIIE receives the refund request no more than 4 weeks (on or within 28 days) before the course commencement date. The refund of paid course fees is subject to approval of the application.
- No refund will be given to the student if the refund request is received on or after course commencement date.
- Course fees as shown on your Tax Invoice(s) must be paid before or on the stated due date(s). Course fees will be held in the name of "Hills International Institute Education", (HIIE), in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act).
- Student paying fees in advance are covered by the Tuition Protection Service (TPS).
- Course fees are subject to change. However, course fees detailed in a tax invoice issued before the date of change will be honoured by the College for the course stated on the letter of offer.
- In the event of a visa being refused, a full refund of paid course fee will be processed on provision of evidence of visa refusal, provided that the refusal was not caused by a breach of visa conditions. HIIE will update the refund outcome in PRISMS within 35 calendar days from the enrolment default date.
- No refund will be given if a student's visa renewal is rejected due to breaches of visa conditions.
- If a student's visa is terminated, there will be no refund of paid course fees for course/s which have commenced. Course fees paid for future courses will be refunded.
- Students repeating units will be required to pay for such units on a pro-rata basis, based on contact hours. Payment must be made prior to the commencement of the unit/s.
- No refund will be given if a person who has entered into a contract with HIIE, and is expelled by HIIE due to breaches of student code of conduct.
- For an approved refund application, refunds will be paid within 4 weeks after receipt of a written application, all refunds will deduct the AUD\$200

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administration fee and the residual to be paid in accordance with Education Services for Overseas Students Act 2000 (ESOS Act) section 47D (4).

- Refunds will be paid directly to the person who entered into the contract with HIIE, unless that person gives written direction to pay someone else in accordance with Education Services for Overseas Students Act 2000 (ESOS Act) section 47D (3).
- In the case of HIIE defaults when either of the following occurs:
 - HIIE fails to provide the course to the enrolled student at the agreed location upon the commencement date; or
 - The course ceases to be provided to the enrolled student at the location any time between the course commencement and completion date.
 - An enrolled student has not withdrawn before the default day.
 - HIIE will either arrange for the student to be offered a place in an alternative course at the provider's expense or provide a full refund of tuition fee.
 - If the student accepts the offer of alternative course, the student should accept it in writing and no refund of tuition fee will be given to the student; otherwise, HIIE will refund the student the paid tuition fees in full within 14 days after the default day. However, enrolment fee and any other service or learning resource fees are non-refundable.
- HIIE will arrange Homestay for students who are under the age of 18. For all students living in a Homestay, the following conditions apply:
 - Homestay can only be arranged upon receipt of confirmed flight details and the relevant fees.
 - Homestay placement fee is not refundable once work has commenced or placement is confirmed.
 - Homestay fees paid to homestay hosts are not refundable.
 - Refund of outstanding homestay fees are only given in extreme circumstances by the homestay host.
 - If students wish to change homestay after staying for a minimum period of 4 weeks, the host family should be given one week's notice or be paid one week's homestay fee in lieu.
 - If students wish to change homestay within the first 4 weeks without valid reasons, an administration fee of AUD110.00 applies.
 - Change of homestay after the minimum stay of 4 weeks, will be treated as a new placement and the homestay placement fee shall be AUD\$220.

REFUNDS – HOMESTAY

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- Homestay placement fee is not refundable once work has commenced or placement is confirmed
- Homestay fees paid to homestay hosts are not refundable
- Refund of outstanding homestay fees are only given in extreme circumstances by the homestay host
- If students wish to change homestay after staying for a minimum period of 4 weeks, the host family should be given one week's notice or be paid one week's homestay fee in lieu
- If students wish to change homestay within the first 4 weeks without valid reasons, an administration fee of AUD110.00 applies.

Change of homestay after the minimum stay of 4 weeks, will be treated as a new placement and the homestay placement fee shall be AUD\$220.

GLOSSARY

Item	Description
Enrolment Default date – Student Initiated	Date student initiated the enrolment cancellation, the date they write on the course cancellation form
Enrolment Default date – HIIE Initiated	When the complaint and appeal process is finalised

REFERENCES

Ref	Document
R1	National Code 2018 Standard 3
R2	Education (Overseas Student) Registration 2018 7 (2)(b)
R3	Education Services Overseas Students Act 2000(28)