

Policy Title	PAX Domestic Students Refund Policy and Procedure				
Policy Number	P - 53	Version Number	V1 Dec 2020	Status	ENDORSED
Owner	Quality and Compliance Manager	Approved By	CEO		

Related legislation/applicable section of legislation:	
SRTOs 2015	Standards 5.3, 7.3 http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html
Legislative Context	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations 2015 • Education and Training Reform Act 2006 (Victoria) • The Australian Consumer Law 2011 • Privacy Act 1988 (Cth) • Victorian Guidelines for VET Providers (Victoria) • External Appeal process
Related Policies and forms	<ul style="list-style-type: none"> • PAX Domestic Fees Policy and Procedure • PAX Complaints and Appeals Policy and Procedure • PAX Domestic Admissions and Enrolment Policy • PAX Fee Refund Form

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PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
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1. POLICY

PAX Institute of Education Pty Ltd RTO #22207, CRICOS #03152D trading as PAX Institute will ensure that this policy is in accordance with the Standards for Registered Training Organisations 2015.

2. PURPOSE

The purpose of this policy is to ensure that PAX Institute of Education adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give PAX sufficient notice, while at the same time protecting PAX from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe. The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

3. SCOPE

This policy and procedure apply to all the fees received from onshore international students who are **NOT on Student Visa** but on a bridging visa with study rights and are enrolled by PAX Institute of Education.

4. DEFINITIONS

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules.

Fees: A total of tuition, materials, application and any other fees during the course of study.

Tuition Fee: Covers the cost of providing the course of study and use of resources at PAX Institute. Tuition Fee does not include administration costs including enrolment/application fee, and costs related to equipment or training material purchases.

Materials Fee: Covers the cost of learning materials and resources provided by Institute.

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period.

Study Period: A discrete period of study up to a maximum of 10 weeks within a course, namely term, semester, trimester, short course of similar or lesser duration, excluding holidays and term/semester breaks

Term Start Date: Date on which an academic term commences as per Academic Institute's yearly academic program calendar. Academic Calendar is published on college's website and also available from the college reception.

Exceptional circumstances: Circumstances that involve something exceptional, compelling or compassionate that has affected a student and the cause of which was outside the student's control.

Unused tuition fees: Tuition fees paid by a student to the Institute and that are repayable to the student in any of the circumstances set out in this Agreement.

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5. REQUIREMENTS AND PROCESS

5.1 The Application fee is non-refundable.

5.2 Once the student commences the course, the material fee is non-refundable.

5.3 The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

5.4 Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control and which prevent the student from completing studies in that study period, any refund of tuition fees is contingent upon approval of the refund by the CEO.

5.5 The fees and charges required to be paid to PAX Institute by a student will be as specified in a signed written acceptance form between the student and PAX Institute that is entered into prior to the student commencing in the course(s) to which the agreement pertains.

5.6 The following refund conditions and procedures will apply to all the fees paid to PAX Institute of Education by Fee for Service (FFS) Domestic Students.

FEE REFUND CONDITIONS	PORTION OF TUITION FEE REFUNDABLE
PAX Institute of Education is unable to start delivery of the course. Student will be Paid within 14 business /working days of initial course commencement date;	100% less AUD \$250
Where a student formally withdraws from a course after the commencement date of the course;	0% The student shall not be eligible for a refund
Where a student formally withdraws from a course before four (4) weeks of the calendar days from the commencement date of the course;	0% The student shall not be eligible for a refund
Where a student formally withdraws from a course before six (6) weeks of the calendar days from the commencement date of the course;	50% of the tuition fees paid for that term will be refunded.
Where a student formally withdraws from a course before eight (8) weeks of the calendar days from the commencement date of the course;	80% of the tuition fees paid for that term will be refunded.
PAX reserves the right to suspend or cancel the student's enrolment if: the student fails to pay an amount that they were liable to pay to PAX (directly or indirectly) in order to undertake a course;	0% The student shall not be eligible for a refund for that term

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6. PROCEDURE

- 6.1 All refund claims must be submitted in writing via college's Refund Request Form accompanied by appropriate supporting documents as required to info@pax.edu.au by email.
- 6.2 All refund applications must be made and signed in person by the student. To claim a refund, the student must send a scanned copy of their signed form to info@pax.edu.au by email.
- 6.3 All applications for the refund will be approved by the Chief Executive Officer.
- 6.4 In normal circumstance, PAX Institute will refund the amount within four (4) calendar weeks after receipt of the completed and signed Refund Request Form together with appropriate supporting documents.
- 6.5 Payments will be made to students by electronic transfer in their nominated bank accounts.
- 6.6 For any refund to be paid to any other person than the students, a written authorisation from the student will be required.

7. GRIEVANCES AND APPEALS

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the Student Complaints and Appeals Policy and Procedure. Availability of PAX Institute's complaints and appeals processes does not remove the right of a student or an intending student to act under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.

8. RESPONSIBILITY

The Accounts Payable Officer has the responsibility to process the refund claims and provide the student details and fee status to CEO for approval.

CEO has the responsibility to make a final decision about all the refund claims.

Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: timple@pax.edu.au

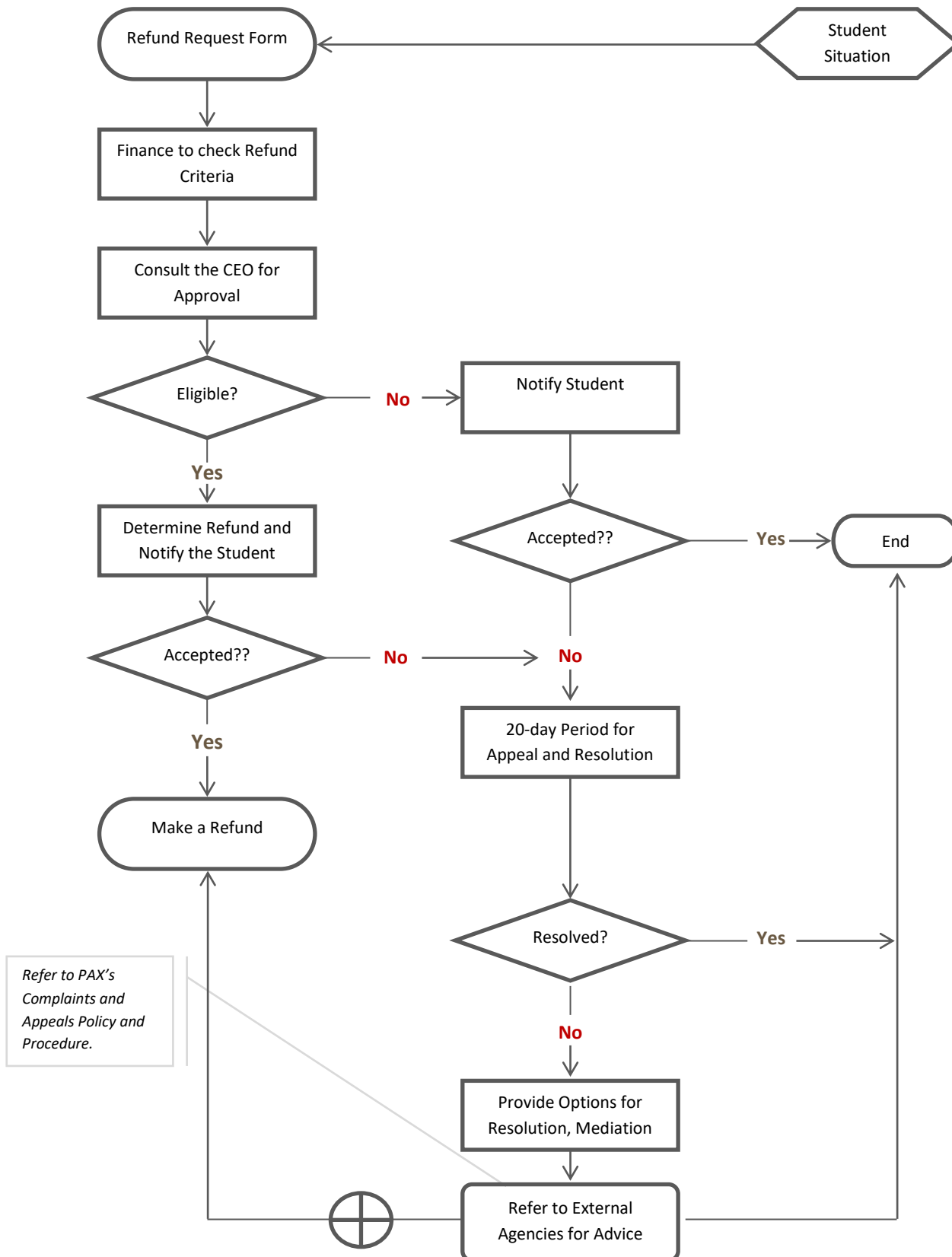
9. REVIEW DATE

12 months from the date of this version, or as required.

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Fee Refund Procedure



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