

## Refund Policy and Procedure

## Refund Policy and Procedure

### Modification history

| Date      | Modification                    | Person/s responsible |
|-----------|---------------------------------|----------------------|
| 8/01/2012 | Modification of existing policy | Dr Ian Whyte         |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |
|           |                                 |                      |

### *Definitions*

## **Preamble**

## **Policy**

### **ICHM Initiated refund**

Where a student is not accepted by ICHM, or is not granted a visa to study in Australia, there will be a full refund of moneys paid to ICHM. For the purpose of this section where a student has received a conditional or provisional offer, the student shall be considered to have been accepted.

Where a course is cancelled, the student will receive a full refund of fees paid to ICHM paid within 14 days from the date of cancellation.

### **Student initiated refund**

Where a student wishes to withdraw prior to course commencement, the New Student Fee / Degree Registration Fee/ Accommodation Deposit will not be refunded, even if the student failed to fulfil the conditions in a conditional or provisional offer.

Where a student wishes to withdraw from a course or withdraw from Regency International House after Course Commencement Date, they must advise the Principal in writing. The date the letter is received by the Principal is the effective date.

A withdrawal received on the date the course commences will receive a 60% refund of the total tuition and/or accommodation fees payable for the semester, less any unpaid amount.

After the Course Commencement Date, the refund will reduce by 6% of the total tuition and/or Regency International House accommodation fee for each week commenced or completed. After 10 weeks there will be no refund.

Where a continuing student is undertaking a mixed program (part Year1 and part Year 2, for example) over two semesters they would normally pay for the full Year 2 and the extra Year 1 subjects before they commence study. The extra subjects and 60% of the tuition are attributed to the first semester (six months) and 40% of the tuition is attributed to the second semester (six months). In calculating the refund payable, each semester is calculated separately.

### **Timing of refund**

Where a payment to the student is applicable under Student Initiated Refund, ICHM will pay the amount due within 4 weeks of receipt of the written request for a refund.

### **Payment for books, uniforms etc**

Payments made for books, uniforms etc are refundable until Course Commencement Date. Thereafter no refund will be made.

### **Misconduct**

If a student is suspended or expelled from ICHM there shall be no refund of fees.

### **Visa cancellation**

Where a student's visa is cancelled for reasons other than misconduct, the refund under "Student Initiated Refund" will apply.

### **Appeals**

Students who wish to dispute a decision related to the Refund Policy should do so under the Non-Academic Grievance Policy.

### **Related information**

This agreement and the availability of complaint and appeal processes do not remove the right of the student to take action under Australia's consumer protection laws

The following website provides Australian Government information on refunds.  
[http://aei.dest.gov.au/AEI/ESOS/QuickInfo/Refunds\\_for\\_Students\\_.pdf](http://aei.dest.gov.au/AEI/ESOS/QuickInfo/Refunds_for_Students_.pdf)