Non Fee Help Refund Policy and Procedure

ICHM has two refund policies, one for FEE-HELP students and one for students not eligible for FEE-HELP.
# Non Fee Help Refund Policy and Procedure

## Modification history

<table>
<thead>
<tr>
<th>Date</th>
<th>Modification</th>
<th>Person responsible</th>
</tr>
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<tbody>
<tr>
<td>13/02/12</td>
<td>update</td>
<td>Ian Whyte</td>
</tr>
<tr>
<td>04/07/12</td>
<td>update</td>
<td>Roger Stevens</td>
</tr>
<tr>
<td>6/11/2012</td>
<td>Addition of the Changes to the Policy section</td>
<td>Ian Whyte &amp; Gerald Lipman</td>
</tr>
<tr>
<td>7/01/2014</td>
<td>Change title of Grievance Policy as recommended by TEQSA in letter of 19/12/2013</td>
<td>Ian Whyte &amp; Gerald Lipman</td>
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</tbody>
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## Definitions
1. **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.

2. **STUDENT INITIATED REFUND**

Where a student wishes to withdraw prior to course commencement, the New Student Fee / Accommodation Securing Fee 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.

3. **PAYMENTS FOR BOOKS, UNIFORMS, ETC**

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

4. **REFUND DUE TO MISCONDUCT**

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

5. **VISA CANCELATION**

Where a student’s visa is cancelled for reasons other than misconduct, the refund under “Student Initiated Refund” will apply.
6. TIMING OF PAYMENTS

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.

7. STUDENT APPEALS AGAINST A DECISION RELATED TO REFUNDS

Students who wish to dispute a decision related to this policy should do so in writing to the Principal under the Grievance Policy.

8. GENERAL

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.

9. REFERENCE WEBSITE


If you have any questions regarding this policy please contact the Admissions Office.

ICHM Admissions Office
137 Days Road, Regency Park
SA 5010, Australia
Email: admissions@ichm.edu.au
P: (61 8) 8228 3636
Cricos Provider No. 02914G

Changes to the Policy

The Chief Executive and Principal must approve any change to this Non Fee Help Refund Policy and Procedure.