

1 SCOPE

This policy covers the refunds process for all fees payable for training services provided within Pioneer College's scope of registration, in accordance with ESOS Act and the National Code of Practice for Registered Training Organisations.

2 PURPOSE

To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

3 POLICY STATEMENT

Details concerning the scope of Pioneer College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

4 GENERAL RULES

- 4.1 The refund process reflects the commitment by Pioneer College to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 4.2 The date the written notice is received by Pioneer College is the default date, and is the date used for the calculation of any refund and/or cancellation.
- 4.3 Refunds must be requested in writing to the Administration Manager of Pioneer College. Verbal notification to Pioneer College staff or agents are not valid.

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- 4.4 Refund application will not be processed where the signature on the refund application form does not match the student's signature as shown on other documents provided by the student for admission to Pioneer College.
- 4.5 The Administration Manager of Pioneer College will process refund requests and if approved, arrange payment within 28 days.
- 4.6 Refunds will be paid in Australian Dollars into the nominated bank account.
- 4.7 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Pioneer College until the course start date.
- 4.8 All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- 4.9 The term "commencement" in this policy refers to the first day of the first program attended by the student.
- 4.10 Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Pioneer College. All Refund Requests and issued refunds are to be logged in the Refund Log.
- 4.11 In the event of visa refusal, the application/enrolment fee is not refundable. Refund on visa rejection will require a copy of notification from the Australian High Commission. Airport pick up fee is refundable if a visa is refused.
- 4.12 Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, Pioneer College if advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
- 4.13 Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
- 4.14 If the student have given misleading information to an Pioneer College approved agent, Pioneer College and/or any Commonwealth Agencies of Australia, no refund will be given.
- 4.15 Pioneer College will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- 4.16 No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- 4.17 Pioneer College calculates refunds based on a term fee (10 weeks study period plus 3 week holidays = 13 weeks).
- 4.18 Pioneer College will give the student a refund statement that explains how the amount has been worked out.

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- 4.19 In case of a cancellation by the student or Pioneer College , any outstanding fees to Pioneer College become due with 7 (seven) days.
- 4.20 Any costs incurred by Pioneer College to recuperate outstanding fees will be charged to the student.
- 4.21 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- 4.22 Pioneer College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- 4.23 Provide the student in writing the resulting decision of Pioneer College’s management.
- 4.24 Advise the student of their right to appeal the decision of Pioneer College management.
- 4.25 The refund policy is subject to review at least once per year
- 4.26 Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, Pioneer College will recover the paid fees and return to student.
- 4.27 Pioneer College only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

Refunds resulting from Pioneer College Default

In the unlikely event of Pioneer College default, within 14 days of the default, Pioneer College will:

- Either offer the student an alternative place at Pioneer College’s expense, that is accepted in writing;
- OR
- Refund the student the unused portion of the prepaid fees.

If Pioneer College is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

TABLE OF REFUNDS			
Type	Timeframe	Amount Refunded	Documents
VISA Refusal	At any time	All fees minus the Non-Refundable application fee of AUD \$250	Refund Request Proof of VISA Refusal
VISA Renewal Refusal	After the course has commenced	Nil.	Refund Request Proof of VISA Refusal
VISA Removal for breach of conditions	At any time	Nil.	Refund Request Proof of VISA Refusal
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All fees minus the Non-Refundable application fee of AUD \$250, minus Agent Commissions Paid, minus AUD \$300.00 cancelation fee.	Refund Request Letter of Offer DSC Form
	Less than 28 days before commencement of the course	50% of Course fee. Minus AUD \$300 cancelation fee, minus non-refundable application fee of AUD \$250, minus AGENT Commissions Paid.	Refund Request Letter of Offer DSC Form
	After the course has commenced	Nil.	DSC Form
Default by Pioneer College	At any time	Full Refund.	DSC Form
Credit Transfer	Prior to COE	No Charge for UOC being transferred	Transcript required from Institution where you studied
Credit Transfer	After COE	New COE charge AUD \$250.00	Transcript required from Institution where you studied
Recognition of Prior Learning (RPL)	After COE	150% of Unit cost + new COE if required AUD \$250.00	Evidence to support RPL kit
Mapping Document for Credit Transfer		50% of unit/s Fee	Require transcript from institution where you studied

5 RESPONSIBILITIES

The CEO, Pioneer College is responsible for ensuring compliance with this policy. Administration Manager of Pioneer College will process refund requests, if approved, AND arrange refund payment within 28 days.

The Pioneer College Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the Compliance, Pioneer College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Role within RTO	Area of responsibility
Compliance Manager / PEO	Approval Authority, Development and Compliance
SSO	Refund forms
Financial manager / Admin	Implementation and processing

6 RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

7 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Fees and Charges Policy
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Academic Misconduct and Cancellation Form

Record of Updates and Changes:

Version No.	Issue date	Nature of Amendment
1.0	01 Jul 2020	Final Version submitted for Approval
1.1	08 Feb 2022	Added RTO & CRICOS Code, Adjusted Margin, Header & Footer, Tables, Changed Font, Font size, Alignment.
2.0	15 May 2022	Changed name to Pioneer