



## Refund policy

- 1) This refund policy applies to all course monies paid to the Universal Education and Training Ltd and includes any course monies paid to an education agent remitted to the Universal Education and Training Ltd.
- 2) All fees paid including any course fees collected by education agents on behalf of Universal Education and Training Ltd except the non-refundable application fee of A\$250, are subject to this refund policy.
- 3) The application fee is non-refundable.
- 4) Payment of Course Fees and Refunds
  - a. All fees are payable in advance.
  - b. All fees must be paid in Australian dollars.
  - c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that calendar year.
  - d. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
  - e. Refunds will be paid to the student or the person specified in the written agreement. Legislation does not permit refunds to be paid to agents.
- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Registrar.
- 6) **Visa Rejection**
  - a. The Universal Education and Training Ltd will refund within 4 weeks all course monies paid except the NON REFUNDABLE registration fee of A\$250 where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- 7) **Student Default**
  - a. Refunds for student default apply to tuition fees only. Course monies (excluding tuition fees) will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
  - b. If the student does not provide written notice of withdrawal before course completion. Refunds will be calculated as per 7(g) (h) and (i) of this policy. If the student does not provide a notice of withdrawal and does not start the course on the agreed starting date. Refunds will be calculated as per 7 (d), (e) and (f) of this policy.
  - c. The Universal Education and Training Ltd will refund within 4 weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed in this policy.
  - d. If written notice is received up to 10 weeks prior to commencement of the course, the Universal Education and Training Ltd will fully refund minus a cancellation fee charge of A\$500
  - e. If written notice is received more than 4 weeks and up to 10 weeks prior to commencement of the course, we will charge a cancellation fee of A\$500 + 30% fees withheld
  - f. If written notice is received less than 4 weeks prior to commencement of the course. We will charge a cancellation fee of A\$500 cancellation fee + 50% fees withheld
  - g. If written notice is received within 4 weeks or less after commencement of the course a cancellation fee of A\$500 + 70% fees withheld.
  - h. If written notice is received more than 4 weeks and up to 10 weeks after the commencement date of the student's course, there will be no refund



CRICOS provider 02962M

RTO provider 30173

- i. If written notice is received more than 10 weeks, after the commencement date of the student's course no refund of fees will be made.
- j. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
  - i. Failure to maintain satisfactory course progress (visa condition 8202)
  - ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
  - iii. Failure to pay course fees
  - iv. Any behaviour identified as resulting in enrolment cancellation in Universal Education and Training Ltd's Behaviour Policy/Code of Conduct.

**8) Provider Default**

- a. In the unlikely event that Universal Education and Training Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date except the non refundable registration fee of A\$250. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by another provider at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
  - b. If another provider is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) (TAS name) will place you in a suitable alternative course at no extra cost to you finally, if (TAS name) can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
  - c. If a student has enrolment cancelled due to misbehaviour or breach of enrolment then no refund will be given for fees paid.
- 9) 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.
- 10) 'The registered provider's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.'
- 11) Definitions
- a. *Course money* – includes tuition fees, any amount received by the Universal Education and Training Ltd for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.

<b>REFUND POLICY</b>	<b>Cancellation fee</b>
<b>Notification period</b>	<b>Certificate / Diploma</b>
<b>Before Course Commencement Date</b>	
More than 10 weeks	A\$500 cancellation fee
More than 4 weeks and	A\$500 cancellation fee + 30% fees withheld
up to 10 weeks	A\$500 cancellation fee + 30% fees withheld
4 weeks or less	A\$500 cancellation fee + 50% fees withheld
<b>After Course Commencement Date</b>	
4 weeks or less	A\$500 cancellation fee + 70% of the tuition fees withheld
More than 4 weeks and up to 10 weeks	No refund
More than 10 Weeks	No refund
<b><i>Enrolment fee is non-refundable</i></b>	