

Refund Procedure

1. Governing Policy

Enrolment Policy

2. Purpose

These procedures specify how student refunds are processed.

3. Refunds

3.1 Requesting a refund

To request a refund for any reason not related to a course withdrawal, students must submit a Refund form via email to IELI Admissions at ieliadmissions@flinders.edu.au. The Refund form is available on our [website](#) or can be submitted as part of an application for Application for Withdrawal.

Eligible refunds will be processed within 20 days of either the Application for Course Withdrawal form or Refund form being submitted.

3.2 Provider default

In the event that IELI cancels a student's enrolment due to provider default, the student will be notified in writing and will receive a full refund of all unused tuition fees in [Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#). If IELI is unable to provide a refund, the Tuition Protection Service (TPS), administered by the Director of TPS, will place the student in a suitable alternative course at no extra cost to the student. Finally, if TPS cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the Fund Manager.

3.3 Refund of overpayments

If a student has made an overpayment, a refund form can be submitted to claim any refund due.

3.4 Refund of non-tuition fees

If IELI has arranged an OSHC policy and a student withdraws prior to course commencement, IELI will arrange for any received OSHC fees to be refunded. However, students must apply directly to the OSHC provider for refund of OSHC fees if withdrawing after course commencement.

The Enrolment fees and Homestay Matching fee are non-refundable apart from in the case of provider default or visa rejection.

3.5 Tuition fee refunds

Tuition fees will be refunded as per the table on the following page.

Tuition fee refunds table

Circumstance	Refund Payable
1. Prior to commencement date of principal course	
Withdrawals	
A. Visa refusal or CoE refused for principal course	100% of prepaid course fees less an administrative fee of 5% of the course fees paid up to a maximum of \$500
B. Withdrawals 28 days or more before commencement date	100% of prepaid tuition fees less an administrative fee of \$500 and minus any costs incurred by IELI in recruiting the student, i.e. agent's commission
C. Withdrawals less than 28 days before commencement date	70% refund of prepaid tuition fees minus any costs incurred by IELI in recruiting the student, i.e. agent's commission
Deferrals	
D. Request for deferral of course start date 28 days or more before commencement date	Course start and end dates will be moved accordingly at no charge.
E. Request for deferral of course start date less than 28 days before commencement date	Course start and end dates will be moved accordingly with an administrative fee of \$150.
F. Request for a deferral any time before commencement date due to delayed visa or compelling circumstances	Course start and end dates will be moved accordingly at no charge; however, evidence of compelling circumstances needs to be provided.
2. On or after commencement date of principal course	
Late arrivals	
A. Student commences course late for any reason within 5 weeks of the course commencement date.	No refund or credit for missed classes; Student will be recorded as absent for missed classes.
Deferrals	
B. Request for deferral of course start on or after commencement date	No refund for deferred session
C. Request for deferral on compassionate or compelling grounds within 1 week of original course commencement date	Course start and end dates will be moved accordingly at no charge; however, evidence of compelling circumstances needs to be provided.
Extended absence after course has been commenced	
D. Extended absence due to compassionate or compelling circumstances	No credit or refund for missed study
Withdrawals	
E. Withdrawals made after course commencement	<ul style="list-style-type: none"> - No refund will be provided for the 10 weeks of study following the date of withdrawal. Please note that the date of withdrawal is the final day of study; - 70% refund of remaining tuition fees minus any costs incurred by IELI in recruiting the student, e.g. agent's commission; - 30% withdrawal fee will also apply for any unpaid tuition fees
F. Withdrawal made due to visa refusal after course commencement	100% refund of any unused weeks of tuition
G. Withdrawal made due to visa cancellation (for any reason)	Section 2E of the refund policy applies.
H. Withdrawal from secondary course on dual offers, e.g. General English & English for Academic Preparation)	Section 2E of the refund policy applies.
I. Provider initiated termination of student's course/s due to unsatisfactory course progress	100% refund of any unused weeks of tuition fees
J. Provider initiated termination of student's course/s for other reasons	No refund
K. Withdrawal from English for Academic Preparation due to early course completion, i.e. completion of EAP 2 with 'Distinctions'	Refund of unused weeks of tuition or transfer of unused weeks of tuition to General English
L. Withdrawal from General English due to early course completion, i.e. completion of the advanced level of GE	Refund of unused weeks of tuition or transfer of unused weeks of tuition to English for Academic Preparation
M. Withdrawal from General English and early commencement of English for Academic Preparation after completion of General English	Unused weeks of tuition transferred to English for Academic Preparation (EAP) enrolment and EAP enrolment extended accordingly
N. For packaged students who <u>received</u> a course variation as outlined in Section 2M ; withdrawal from EAP course due to the student meeting the English entry requirements of a university/ VET program at IELI	Refund of unused weeks of tuition less any agent commission
O. For packaged students who <u>did not</u> receive a course variation as outlined in Section 2M ; withdrawal from EAP course due to the student meeting the English entry requirements of their university/ VET program at IELI	Unused weeks of tuition will be transferred to further study on the General English course with no additional administrative fee incurred. However, if the student has already completed the General English course, they will receive a full refund of unused weeks of tuition less any agent commission.
P. Withdrawal due to provider default	Refund of unused weeks of tuition

Responsible Officer: Admissions and Compliance Coordinator

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