



Refund Policy and Procedures

Scope

This policy is applicable to Holmes Institute (HI) Vocational and Higher Education courses.

Policy and procedural statements

Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request. All requests will be responded to within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval. If Holmes Institute is unable to commence, continue or complete the delivery of a course tuition fees will be refunded within 14 days. All refunds will be paid to the person with whom Holmes has a contract unless written authority is received by Holmes to pay another party. In the case of students who have paid fees via a recruitment agent, refunds will be paid to the agent's account unless student authorises otherwise.

Accommodation

Accommodation fees will be refunded provided two weeks' notice is given before the commencement date of the homestay. If students cancel accommodation within two weeks before homestay commences, two weeks homestay fees will be deducted from the refund. Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

Visa Rejection

Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable. Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

Withdrawal

If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid. If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

Deferral

Where a student has been granted a deferral prior to commencement of a course or semester, tuition paid will be transferred to the subsequent study period. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

Suspension

If a course suspension is approved before the census day for that semester, all fees paid for that semester will be held in credit. If the student has enrolled in subjects and the course suspension is approved after census date the unused portion of tuition fees paid will be held in credit. Where the student does not take up their place in the subsequent study period, a refund will only be payable if the student visa is not granted.

Misconduct

Where a student's enrolment is cancelled because of misbehaviour or breaching of visa conditions there will be no refund.

Provider default

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. In the unlikely event that Holmes is unable to deliver your course in full, you will be offered a refund of any unused course money you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of unused 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. If Holmes is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you, or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer(s)	Director - International			
Implementation Officer	Refund Officer			
Review Date	July 2022			
Approved by				
Executive Director under a delegation from the Governing Council for minor and consequential amendments.				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.2	Dean (Governance and Accreditation)	Policy separated out of Policy Manual as a separate instrument.	14.02.2018	01.03.2018
1.3	Dean (Governance and Accreditation)	Minor amendment made to clarify that if a student suspends studies, any fees paid is held in credit for subsequent study as appropriate to the circumstance.	01.07.2019	03.07.2019