

INTERNATIONAL STUDENT FEE REFUND PROCEDURE

Approving Authority	Executive Management Team
Purpose	This procedure sets out the conditions for international student fee refunds.
Responsible Officer	President and CEO and the Accounts Manager
Next Scheduled Review	June 2031
Document Location	https://www.ozford.edu.au/policies-and-procedures/higher-education/
Associated Documents	International Student Fee Refund Policy Admissions Policy and Procedure Academic Progress Policy and Procedure Deferring, Suspending or Cancelling a student enrolment Policy and Procedure Records Management Policy and Procedure Student Code of Conduct Policy and Procedure Student Grievances and Appeals Policy and Procedure Terms and Conditions of Enrolment (International Students) Transfer between Registered Providers Policy and Procedure

1. PRINCIPLES

This Ozford Institute of Higher Education (hereafter referred to as “the Institute”) procedure sets out the circumstances that as student is entitled to a refund and the process a student must follow.

2. SCOPE

This procedure applies to all staff and all commencing and re-enrolling international students and to international students seeking to withdraw from a course or courses for which they have paid fees. It also applies to prospective international students whose Confirmation of Enrolment (CoE) has been cancelled for courses which they have paid course fees.

This procedure does not affect a student’s right to submit internal and external (to the Overseas Student Ombudsman) complaints and appeals.

3. DEFINITIONS

Agreed Starting Date means the date on which the course was scheduled to start (commencement date), or a later date agreed between the Institute and the student to be the agreed starting date following a period of deferral or temporary suspension.

Application Fee means the fee required to be paid by the student when the student lodges the application form with the Institute.

Application for Refund Form means the Institute's prescribed refund request form.

Business Day means a day on which banks are opened for business, other than Saturday, Sunday or a National/State declared public holiday.

CoE means Confirmation of Enrolment generated from PRISMS.

Contact Details includes the student's current Australian and overseas residential and postal address, telephone number, email address and emergency contact details. For students under the age of 18 this includes the student's parents or legal guardian's contact details.

Course Withdrawal Form means the Institute's prescribed course withdrawal form.

Default Date means:

Provider Default

- the day on which the Institute did not commence delivery of a scheduled course; or
- the day on which the Institute ceased to provide a course.

Student Default

- the day on which the Institute refused to provide, or continue to provide, the course to a student due to the student either:
 - failing to make a payment;
 - breaching a visa condition such as maintaining satisfactory academic progress; or
 - severe misconduct as defined in the Student Code of Conduct Policy.
- the day on which the student withdraws from the course;
- the day on which a student failed to commence or recommence a course of study; or
- where the default arises from refusal of the student's visa application, the day on which the student fails to start the course on the agreed starting day, or withdraws from the course, as a result of the refusal.

ESOS Act means the *Education Services for Overseas Students Act 2000* (Cth).

Immigration Secretary means the Secretary of the Department administered by the immigration minister under the ESOS Act.

Offer Letter means the letter of offer from the Institute to the student specifying the terms of the student's enrolment offered by the Institute.

Overseas Student Health Cover means the health insurance cover that a student is required to obtain prior to the student commencing the student's enrolment with the Institute.

Package of courses means a package of courses of study comprising one or more of the Institute's courses, in which the student is enrolled.

Personal Information means the student's name, contact details, relevant medical conditions or disabilities and details of any breaches of a visa condition by the student. For students under the age of 18, this includes the student's parents or legal guardian's contact details.

Principal Course means the student's main course of study for which the student has confirmation of enrolment (CoE). If the student is enrolled in a package of courses that include one or more Institute's courses, the student's principal course is the course within the package that has the highest qualification and for which the student has CoE. Where the student has enrolled in only one course, the principal course means the student's nominated course of study with the Institute.

PRISMS means Provider Registration and International Students Management System provided by the Australian Government.

Provider Default Under section 46A of the ESOS Act, the Institute defaults regarding an overseas student or intending overseas student and a course at a location if:

- Either of the following occurs:
 - I. the Institute fails to start providing the course to the student at the location on the agreed starting day;
 - II. the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.
- To avoid doubt, a registered provider defaults if the provider is prevented from providing a course at a location because a sanction has been imposed on the provider under Part 6 of the ESOS Act.

Satisfactory Academic Progress This occurs when a student passes 50% or more of the units in which the student has been enrolled in a study period as described in the Academic Progress Policy.

Student means an international student who has accepted an offer of enrolment and been issued with a CoE by the Institute. Any reference to the student is a reference to both the student and the student's parent or guardian where the student is less than 18 years old.

Student's Acceptance Agreement (Agreement) means the prescribed student acceptance agreement attached to the offer letter that the student must submit to the Institute in order to accept an offer of enrolment from the Institute.

Student Default Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults regarding a course at a location if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);

- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the Institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount they were liable to pay the provider, directly or indirectly, to undertake the course;
 - the student breached a condition of the student visa;
 - misbehaviour by the student.

Terms and Conditions means the *Terms and Conditions of Enrolment (International Students)*.

The Institute means Ozford Institute of Higher Education Pty Ltd ACN 165 694 351 trading Ozford Institute of Higher Education. CRICOS Provider No: 03429B.

Third Party Fee means any fee paid to a third party, including any airport pickup fee, accommodation placement fee, homestay fee, government examination fee, overseas student health cover fees, any costs relating to trade supplies and consumables and any cost of living expense paid to third parties specified in the Offer Letter and Student Acceptance Agreement.

TPS means the Tuition Protection Service provided by the Australian Government.

Transfer Policy means *Transfer between Registered Providers Policy and Procedure* to be found at <http://www.ozford.edu.au/higher-education/policies-and-procedures/>.

Tuition Fee means the amount specified by the Institute in a Student's Letter of Offer and Student Acceptance Agreement as the tuition fee.

Unused Tuition Fees is the amount calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024 sections 6 to 8 at <https://www.legislation.gov.au/F2024L01231/latest/text>.

PROCEDURE

Fees

- 4.1 The Accounts team issue invoices to students for Tuition and Non-Tuition fees each trimester based on the student's written agreement's payment schedule.
- 4.2 If Tuition fees or any Non-Tuition fees are not paid by the due date specified in the Institute invoices, a late payment fee will be payable. The fee will be levied and appear on the next invoice issued to the student.
- 4.3 Where a student has not paid all Tuition and Non-Tuition fees by the due date, the Institute will take action as set out in the *Student Code of Conduct Policy and Procedure*.

Refund process

- 4.4 International students are strongly encouraged to discuss any decision to withdraw or transfer to another provider with the Student Services team before doing so, as this will result in the cancellation of their Confirmation of Enrolment (CoE) which may lead to the cancellation of their student visa.
- 4.5 Students should refer to the ***Deferring, Suspending or Cancelling a student enrolment Policy and Procedure*** for the withdrawal process and the ***Transfer between Registered Providers Policy and Procedure*** for the transfer to another provider process that applies within the first six months of an enrolment.
- 4.6 Refund applications should be made in writing on the ***Application for Refund Form*** which may be obtained from the Institute website (<http://www.ozford.edu.au/higher-education/policies-and-procedures/>) or from the Student Service team.
- 4.7 Refund applications will not be processed where the signature on the application for Refund Form does not match the student's signature as shown on other documents provided by the student for admission to the Institute and the Student Acceptance Agreement.
- 4.8 The refund assessment process can take up to four weeks as set out in the ***International Student Fee Refund Policy***.
- 4.9 The Accounts team assess the request considering the student's terms and conditions of enrolment, prepare the refund assessment, the Accounts Manager provides first approval.
- 4.10 The refund/credit assessment is sent to the Head of Marketing for a second authorisation. The evidence is reviewed to confirm that the refund/credit may be granted.
- 4.11 The refund/credit assessment may also be reviewed by the President and CEO.
- 4.12 If the request for a credit/refund is not granted, the Accounts team will send a letter setting out why the request has not been granted and the reasons to the agent or student by email.
- 4.13 If the request for a credit/refund is granted, the Accounts department will send a letter setting out why the request has been granted and the reasons to the agent or student by email.
- 4.14 Where a refund/credit payment is to be made, the payment is authorised by the Accounts Manager as set out in the ***Delegations Policy and Schedule***.
- 4.15 The payment is processed by the Accounts team. The payment is made to the nominated account that the student filled in the payment authorisation form. If the Institute owes an amount to a student under the refunds policy and a person other than the student is specified in this agreement the specified person, rather than the student, will be paid any refund of tuition fees.
- 4.16 The remittance advice/payment receipt will be sent to the student/education agent via email.

Complaints and Appeals

- 4.17 If the student is dissatisfied with the outcome of the refund/credit application, the student can lodge a formal complaint by accessing the ***Student Grievances and Appeals Policy and Procedure***. The dispute resolution procedures can be found at: <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

Promotion of this Procedure

- 4.18 The Marketing team have responsibility for ensuring that the *International Student Fee Refund Policy and Procedure* is made accessible on the Institute's website.
- 4.19 The Admissions team will ensure that the Institute enters into a written agreement with the International Student, concurrently with or prior to accepting a payment from the student, that contains information regarding refunds of fees as set out in the *Admissions Policy and Procedure*.

Records of refunds

- 4.20 The Accounts team are responsible for ensuring records of refunds are maintained as set out in the *Records Management Policy and Procedure*.

4. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the TEQSA Compliance Frameworks the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review;
- 5.2 externally reviewed as part of any independent review of the TEQSA Compliance Frameworks approved by the Governing Board;
- 5.3 internally reviewed by the responsible officer(s) every five years from the date of approval (if not earlier); and
- 5.4 referenced to the applicable TEQSA Compliance Frameworks requirement(s) and/or other legislation/regulation.

5. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed responsible officer(s) of the Institute.

6. ACKNOWLEDGEMENTS

This procedure was developed with reference to the following:

- Commonwealth Ombudsman, Issues paper: Improving fairness in written agreements between international students and Australian education providers, 2022, (https://www.ombudsman.gov.au/__data/assets/pdf_file/0022/117157/Issues-paper-Improving-fairness-in-written-agreements-between-international-students-and-Australian-education-providers-A2287202.pdf) University of Queensland, Student Refunds Procedure, 2025 (<https://policies.uq.edu.au/document/view-current.php?id=226>) Federation University, Higher Education International Student Refund Procedure, 2025 ([Higher Education International Student Refund Procedure \(federation.edu.au\)](https://policies.federation.edu.au/document/view-current.php?id=118))
- RMIT, Refund of Fees Procedure, 2025 (<https://policies.rmit.edu.au/document/view.php?id=118>)

- Southern Cross University, Refunds and Remission Procedure, 2022 ([Refunds and Remissions Procedure / Document / Policy Library \(scu.edu.au\)](#))
- University of Southern Queensland, Refund of Student Fees Policy and Procedure, 2026 ([Refund of Student Fees Policy and Procedure - University of Southern Queensland \(usq.edu.au\)](#))

7. VERSION CONTROL

Version	Date Approved	Description	Approved By
4.0	June 2018	Initial issue	EMT
5.0	August 2023	Internal review	EMT
6.0	February 2026	Internal review	EMT
7.0	June 2026	Internal and External QA compliance review (ESOS Act, Calculation of Refund Instrument 2024, National Code 2018)	EMT
Related legislation/ regulation/standard	Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Support Act 2003 FEE-HELP Guidelines 2017 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 Education Services for Overseas Students (Calculation of Refund) Specification 2014 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Competition and Consumer Act 2010 (Australian Consumer Law) Australian Consumer Law and Fair Trading Act 2012		

Note: EMT – Executive Management Team