

EQI Formalisation of Enrolment for International Students - Refund Policy and Procedures

BACKGROUND

Education Queensland International (EQI) is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a Registered Provider of courses to students in Queensland. EQI provides primary and secondary school courses to international students through selected Queensland Government Schools. As a Registered Provider, EQI must comply with the provisions of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007).

The National Code 2007, *Education (Overseas) Student Act 1996* (Qld) and *Education (Overseas) Student Regulations 1998* (Qld) set out the requirements of education providers in relation to the educational outcomes and services which must be delivered to international students on student visas. Education and training providers that enrol international students studying in Australia on student visas are regulated by the Commonwealth *Education Services for Overseas Students (ESOS) Act 2000*.

Standard 3 of the National Code 2007 requires Registered Providers to have and implement appropriate documented policies and procedures relating to the formalisation of students' enrolments. This includes the requirement of a documented policy and procedure specifying the way in which the amount of any refund is to be calculated and the circumstances under which a refund of all or part of an international student's fees must be paid by EQI.

The remainder of this policy outlines the obligations of EQI in relation to the refunding of fees of international students.

Refunding of Course Fees

1. EQI will consider applications for refunds, and will provide refunds, of course fees in accordance with the requirements of the ESOS legislative regime and the terms and conditions contained in the Agreement for Enrolment set out in the Queensland Government Schools International Student Program Application Form.
2. In the unlikely event that EQI is unable to deliver a course in full, international students enrolled in the applicable course will be offered a refund of all the course money that they have paid to date. In this situation, the refund will be paid to the parent/guardian of the international student within 2 weeks of the day on which the course ceased being provided.
3. Alternatively, if EQI is unable to deliver a course in full, an international student may be offered enrolment in an alternative course by EQI at no extra cost to the Student. The parent/guardian on behalf of the student has the right to choose whether he or she would prefer a full refund of course fees, or to accept a place in another course. If the international Student chooses placement in another course, EQI will ask the parent/guardian of the student to sign a document to indicate that he or she has accepted the placement.

4. Any refund will be paid directly to the person who entered into the contract with EQI about the international student, unless the person with whom EQI has entered into the contract gives a written direction to EQI to pay the refund to someone else
5. All refunds will be made in Australian dollars unless EQI is satisfied that there are exceptional circumstances which justify the payment of the refund in another currency.
6. A copy of this policy will be made available electronically on EQI's website for prospective international students to access prior to applying for enrolment into an EQI course. A copy of this policy will also be provided to each prospective international student at the time an Offer of a Place is made to the student by EQI and within 7 days of the Student commencing in an EQI course.
7. EQI will process applications for refunds within four (4) weeks of receipt in accordance with the requirements of the ESOS legislative framework and the Agreement for Enrolment contained in the Queensland Government Schools International Student Program Application Form.
8. This agreement and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.