

# Course Fee Refund Policy and Procedure

## Document

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## Version Control

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## 1. Purpose and Scope

The purpose of this policy and procedure is to outline Navitas English's course fees refund. This policy applies to all Navitas English students, including applicants who apply to study with Navitas English and defines how refunds will be administered by Navitas English.

## 2. Policy

Navitas English enrolment fee is only refundable in a circumstance involving provider default.

Students may request for a refund of their tuition fees when they submit a cancellation request to Navitas English.

If students provide Navitas English with at least four weeks' written notice prior to the commencement of their initial course, Navitas English will provide a full refund of the tuition fees for that course and any subsequent courses.

If students provide Navitas English with less than four weeks' written notice prior to the commencement of their initial course, Navitas English will provide a full refund of the tuition fees for that course and any subsequent courses, less a 30 percent cancellation fee.

If the students' request for refund is due to a visa refusal, they need to provide Navitas English with a copy of the Australian visa refusal letter. If the reason for visa refusal is due to: (i) False, fraudulent, or misleading information and/or documentation submitted by the student or their representative; or (ii) not meeting visa conditions prescribed by the Department of Home Affairs, then no refund will be made. If other visa refusal reasons are cited in the visa refusal letter, a full refund of all pre-paid Course Fees, less A\$500 or five percent of the total amount of pre-paid fees received for the Course (whichever is the lesser) will be made.

If students have commenced their initial course and request for a cancellation, no refund is payable for their initial and subsequent paid courses that the students did not study. If they are on instalment payment plan, they are still required to pay the remaining outstanding fees. This applies to all students, including those who receive government sponsorship and their cancellation request has been approved by their sponsor.

Should Navitas English cease to provide a Course to which the student is enrolled in, and is unable to offer the student an alternative course that is acceptable to them, a refund of the tuition fee will be processed for the weeks where the Course cannot be accessed by the student. If Navitas English is unable to provide a refund or place a student in an alternative program, they will be protected by the Tuition Protection Service (TPS). The TPS will attempt to place a student in a suitable alternative program or, if this is not possible, they will be eligible for a refund. For more information, please visit <https://tps.gov.au>.

Approval for a course fee refund is at the sole discretion of Navitas English. Students must provide Navitas English with documented evidence in support of their application for refund as required by Navitas English. For the purposes of this policy, evidence means documents or other material which would satisfy a reasonable person that the claim and/or the circumstances appealed to are genuine.

Refund will be made to the originating payer's bank detail or credit card detail. Where payment is received from the nominated agent representative, the refund will be made to the agent.

Any paid credit remaining on the student account after the student's enrolment has been deferred or postponed and the student did not return to complete the program by the credit expiry date will be forfeited.

Students can appeal any decision made under this policy within 20 working days from the receipt of the outcome in accordance with the Navitas English [Complaints Handling and Appeals Policy and Procedure](#).

### 3. Procedure

Students who are requesting for a refund prior to commencing their initial course with Navitas English need to request for the refund in writing to Navitas English admissions via email to [admissions@navitasenglish.com](mailto:admissions@navitasenglish.com). In addition, they need to also provide the relevant supporting document or evidence. For refunds requested due to visa refusal, a copy of the Australian visa refusal letter must be supplied at the time of refund request. Should the refund be approved, the refund request form (before course commencement/pre-arrival) and the refund detail spreadsheet will need to be completed.

Students who are requesting for a refund after commencing their initial course with Navitas English need to consult with the academic and/or Student Services team prior to requesting the refund. Students need to submit the refund request in writing, along with the relevant supporting document or evidence. Should the refund be approved, a completed refund request form (after course commencement/post-arrival) and the refund detail spreadsheet will need to be completed.

The Navitas English admissions team will advise the outcome in writing within 10 working days from receipt of the application.

All refund will be paid within four (4) weeks of refund approval notification to the recipient's nominated bank or credit card account.

Where needed, Navitas English will action the e-COE reporting in PRISMS accordingly.

## Responsibilities

**Admissions Manager (AM)** is responsible for:

- Overall guidelines on refund
- Assessing refund requests in accordance with the policy and procedure
- Authoritative decisions on refund requests

**Centre Manager-Director of Studies** are responsible for:

- Monitoring and proper application of the policy and procedure
- Interviewing student and contacting agent (if required, in consultation with relevant Recruitment Manager)
- Providing detailed information to the admissions team as described in relevant Policy and Procedure

**Admissions team** are responsible for:

- Proper application of the policy and procedure
- Processing refund requests in accordance with the Navitas English policy and procedure
- Recording the e-COE variation in PRISMS under delegated authority from the Principal Executive Office (PEO) as required

## Definitions

Course Fees	Tuition and non-tuition fees (if any) received by Navitas English in respect of the student's enrolment
e-COE	Electronic Confirmation of Enrolment
PRISMS	Provider Registration and International Student Management
Students	Overseas applicant studying with Navitas English. Where the applicant is under 18 years old, it includes the parent/legal guardian of the overseas student

## Review

The next scheduled review of this document is listed in the Version Control section on Page 1.

## Related documents

- Pre-arrival Refund Request Form
- Post-arrival Refund Request Form
- Policy and Procedure Complaints Handling and Appeals
- Policy and Procedure Under 18 Students