

POLICY

International Student Refund

Purpose of Policy

The intent of this policy is to inform students of the conditions under which Tec-NQ may apply a refund. Tec-NQ is committed to providing a clear, easy to understand, fair and transparent refund process.

Scope

This policy applies to all International Students who are enrolling in a CRICOS registered course at Tec-NQ approval date.

If the student is continuing study, the refund policy included in the signed Acceptance of Enrolment Written Agreement will be honoured and this refund policy will not be applicable.

This policy is applied by all relevant administrative, support and management staff members.

Policy Statement

Details concerning the scope of Tec-NQ's Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment, Tec-NQ's website, Acceptance of Enrolment Written Agreement and Letter of Offer.

No request for refund will be considered unless the student has completed and submitted Tec-NQ's Refund Request Form, available online at http://www.tecnq.com.au/about-us/policy_procedures/ or by contacting Tec-NQ.

A student may lodge an appeal against any refund decision reached by Tec-NQ in accordance with Tec-NQ's Complaints Management Policy. A student making an appeal also has the right to pursue other legal remedies.

On receipt of the Refund Request Form, the International Student Enrolment Officer will notify the student of the decision within five (5) working days.

This policy, procedure and written agreement between the international student and Tec-NQ and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Legislation

- The National Code 2007
- Education Services for Overseas Student Act 2000 (cwth)

Related Documents

- International Students Complaints and Appeals Policy
- International Students Refund Request Form

Publication

The policy is distributed on the Document Management System and the website.

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Policy Release Details

Date of Policy Release: 9/3/2016 *Review Date:* 9/3/2018

Recommended by: Compliance Committee

CIR#:

Version:

Approved by: EMT

Signature:

Date: