

Refund Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	Staff responsible for administrating tuition and non-tuition fees and students (prospective, commencing, and continuing).		
Related Documents	Admissions Policy & Procedure Letter of Offer and Written Agreement Complaints and Appeals Policy Complaints and Appeals Procedure Deferral Procedure Enrolment Terms and Conditions Refund Policy Transfer Between Providers Procedure Withdrawal Procedure		
Version	Authorised by	Approval Date	Effective Date
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

The Refund Procedure supports the Refund Policy and the steps IGI takes to administer refunds to eligible students. This Procedure ensures that refund processes are applied fairly, consistently, objectively, and documented.

2. Definitions

Definitions	
Census Date	Is the date when a student's enrolment is finalised, after which they are liable for all tuition fees and associated course costs. Census dates for each IGI course will be provided on the IGI website.
Commencement Date	The first day of the study period.
Commencing Student	A student who has accepted an offer to study at IGI but has yet to commence their studies.
Continuing Student	A student how has completed at least one study period with IGI and is eligible to remain in the Course of study
Course	A course of study comprising of units of study, the successful completion of which results in the awarding of a qualification.
Compassionate or compelling circumstances	Are circumstances generally those beyond the overseas student's control and which impact the overseas student's Course progress or well-being? These could include, but are not limited to: <ul style="list-style-type: none"> • Serious illness or injury, where a medical certificate states that the overseas student could not attend classes.

Definitions	
	<ul style="list-style-type: none"> Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided). Major political upheaval or natural disaster in the home country requiring emergency travel has impacted the student's studies. a traumatic experience, which could include involvement in or witnessing a serious accident or witnessing or being the victim of a serious crime, and this has impacted the overseas student (police or psychologists' reports must support these cases) where IGI was unable to offer a pre-requisite unit or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
Deferral	A prospective student has received an offer to study in an IGI higher education course but has delayed commencement.
Domestic Student	Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).
Higher Education Standards Framework (Threshold Standards) 2021	Standards which are the basis for the regulation of higher education providers and courses in Australia by the Tertiary Education Quality and Standards Agency (TEQSA).
Leave of Absence	An approved period during which a student is not enrolled in any unit.
Non-Tuition Fees	Fees charged by IGI that are not for tuition.
Overseas Student	A student who may hold a student visa is protected by the Education Services for Overseas Students Act 2000.
Overseas Student Health Cover (OHSC)	Assists overseas students to meet the medical and hospital care costs they may need while studying in Australia. All overseas students studying in Australia must have an OSHC policy for the duration of their student visa.
Provider Default	Is when a registered provider fails to deliver or continues to deliver a course.
Tuition Fees	Fees received by the IGI that are directly related to providing a higher education course.
Unit	A separate subject, when combined with other units, makes up a course.
Tuition Protection Services (TPS)	An Australian Government initiative designed to assist overseas students whose education providers cannot fully deliver their course of study.
Withdrawal	The discontinuation of a student's enrolment in a unit or course.
Withdrawal date	The Date specified in the written notice is when the student's withdrawal takes effect, or the student's enrolment was cancelled.

3. Scope

This Procedure applies to prospective and current domestic and international students and staff handling refund requests.

4. Procedure

4.1 Students may be eligible for a refund of tuition fees in accordance with the requirements outlined in the Refund Policy.

How to apply

4.2 Students apply by completing the online Refund Request form.

4.3 Domestic students applying for a refund of tuition fees after the census date based on special circumstances must attach supporting documentary evidence with the form.

Assessment and outcome

- 4.4 The Registrar assesses the application and any supporting evidence and decides to either approve or reject the application within 10 working days.
- 4.5 For approved refund requests, the Registrar:
- records the outcome in the student management system;
 - notifies the student in writing;
 - submits a request to the finance team to issue a refund (with specified amounts) to the student within 28 days.

Refund payments

- 4.6 Once approved, refunds are credited to a student's account or a person's (other than the student's) account specified in the written agreement within 28 days and are refunded based on the Australian currency (AUD dollar).
- 4.7 If the Course is terminated, the amount will be paid by electronic transfer to a bank within four weeks after the written notification date.
- 4.8 IGI compensates students for exchange rate differences or transfer costs when undertaking foreign currency exchange bank transfers.

Complaints

- 4.9 Students dissatisfied with the outcome of a refund application or process may lodge a complaint within 20 working days of receiving the notice per the Complaints and Appeals Policy.
- 4.10 Domestic students who have applied for a refund of tuition fees after the census date based on special circumstances and are dissatisfied with the outcome may lodge a complaint in accordance with the Complaints and Appeals Policy within 28 working days of being notified of the outcome. If the student is still dissatisfied after the internal avenues of appeal are exhausted, the student may apply for an external review from the Administrative Appeals Tribunal within 28 days.
- 4.11 These refund arrangements do not remove the right of students to take further action under Australia's consumer protection laws.

Recordkeeping

- 4.12 IGI keeps receipts of payments made by students under the written agreement and refund request records for at least two years after the person ceases to be an accepted student.

5. Roles and responsibilities

- 5.1 The Registrar is responsible for administering the implementation of this Procedure.
- 5.2 The Student is responsible for the following:
- complying with the timeframes outlined in the Refund Policy and this Procedure;
 - providing valid and accurate information; and
 - providing authentic and genuine documentation.
- 5.3 IGI is responsible for:
- ensuring the Refund Policy and Procedure are easily accessible and made available to prospective students before enrolment or accepting an offer;
 - ensuring procedures are transparent and equitable; and
 - providing timely responses to students.

6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019

- Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth)
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Services and Other Measures) Act 2012 (Cth)
- Higher Education Support Act 2003
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tuition Protection Services (TPS) Framework
- NSW Office of Fair-Trading: <https://www.fairtrading.nsw.gov.au/>

7. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All