

 <p>CRICOS Provider Number: 02915G</p>	<h1>Durban Refund</h1> <h2>POLICY & PROCEDURE GUIDELINE</h2>		
Governance	NC- Standard 2.1.7 & 3, Outcome Standards 2.1 for NVR Registered Training Organisations		
Policy Reference No:	DIC-008	Version No:	3.4
Commencement Date:	January 2008	Review Date:	June 2026
Persons/Areas affected	All staff		
Purpose	The Purpose of this policy and procedure is to outline DIC's approach to managing Student Refunds.		
Definitions	<p>ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body</p> <p>Standards means the Outcome Standards for NVR Registered Training Organisations (RTOs) 2025 from the VET Quality Framework</p>		
Policy	<p>This policy/procedure supports outcome standard 2.1 for NVR Registered Training Organisations 2025 which states:</p> <p><i>An NVR Registered Training Organisation must:</i></p> <ol style="list-style-type: none"> 1. Provide Clear, Accurate Fee Information <ul style="list-style-type: none"> All fees, charges, and costs must be clearly communicated to students before enrolment or payment. This includes tuition, materials, equipment, IT needs, and any other associated costs. 2. Disclose Payment Terms and Refund Policies <ul style="list-style-type: none"> Students must be informed of payment schedules, refund conditions, and any available government subsidies or entitlements. 3. Outline Student Financial Obligations <ul style="list-style-type: none"> Any liabilities such as costs for withdrawal, obtaining a USI, or participating in work placements must be disclosed. 4. Deliver Documentation Before Payment <ul style="list-style-type: none"> Before collecting any fees, RTOs must provide written confirmation of: <ul style="list-style-type: none"> The training to be delivered (including third-party arrangements) All fees and charges Any financial obligations or liabilities 5. Keep Students Informed of Changes <ul style="list-style-type: none"> Students must be notified promptly of any changes to training products or operations that could affect their financial commitments. 		
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This policy/procedure also supports **‘Standard 2.1 of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’** which states:

Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

2.1.7 Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider’s cancellation and refund policies.

This policy/procedure also supports **‘Standard 3’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’** which states

‘Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.’

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Student Administrations department and the following procedures followed in assessing the application.

Refund information is outlined on the DIC Enrolment Agreement, Application Form and in the Student Handbook. This information is provided to DIC prospective students prior to enrolment.

All ‘refunds’ are to be signed off by the CEO and applications processed within 14 days of the application being placed. Please note the below refund policy is in relation to **‘Tuition Fees’** and should not be confused with **‘application fees’** which is A\$500.00 and is not refundable in any scenario.

The outcome of the refund assessment will be provided in writing to the student’s registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

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<p>Procedure</p>	<ul style="list-style-type: none"> • All refund information is made available to students through the enrolment process and is included in the 'Enrolment Agreement' which the student signs prior to acceptance into a course of study at DIC and any monies accepted from a student. • Refunds due to non-delivery of course by DIC <p>Please note that Government Legislation requires tuition fees to be refunded in full if:</p> <ul style="list-style-type: none"> - The course does not start of the agreed starting date which is notified in the Offer Letter - The course stops being provided after it starts and before it is completed - The course is not provided fully to the student because the college has a sanction imposed by a government regulator. - If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act and the ESOS Regulations. <p>*Please Note: Refunds under above conditions will be paid in full to the student within 14 days.</p> <p>The College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.</p> <ul style="list-style-type: none"> • Refunds based upon student application <p>All applications for refund must be made in writing by way of the 'Application for Refund' form and submitted to the Student Administration.</p> <p>Please note: where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.</p>
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Procedure	<ul style="list-style-type: none"> - Applications for refunds are to be processed by the Student Administration within 14 days from the date of application. The application must be accompanied by the supporting documentation. It can also be sent via e-mail to info@dic.edu.au or post at the address: Student Administration Level 18, 45 Grenfell Street Adelaide South Australia 5000 - The assessment of refund applications shall be granted as indicated below:
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Application Fee	Non-refundable
Refund Circumstances	Refund Amount
Visa application is refused before course commencement, and the DHA official refusal letter is provided to DIC.	refund equal to 100% of the tuition fees less application fee of \$500
Written notice of cancellation of enrolment is received by DIC at least 10 weeks prior to course agreed start date	refund equal to 100% of the tuition fees less application fee of \$500
Written notice of cancellation of enrolment is received by DIC at least 4 weeks prior to course agreed start date	refund equal to 75% of the tuition fees less application fee of \$500
Written notice of cancellation of enrolment is received by DIC less than 4 weeks prior to course agreed start date	no refund of the tuition fees and application fee of \$500
Written notice of cancellation of enrolment is received by DIC after the course agreed start date	no refund of the tuition fees and application fee of \$500
Student withdraws from the course without written notification	no refund of the tuition fees and application fee of \$500
Student enrolment is cancelled due to breaches of their visa conditions	no refund of the tuition fees and application fee of \$500
Student is expelled for bad behaviour	no refund of the tuition fees and application fee of \$500
DIC is unable to deliver a course as offered	unspent prepaid tuition fees will be refunded, or enrolment offered into an alternative course with DIC (or another provider) at no extra cost

***Please note** Refunds granted in these circumstances are only dealing with fees paid to Durban International and not education agents or other related expenses to other parties.

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Procedure	<p><i>Appealing Refund decisions</i></p> <ul style="list-style-type: none"> - Refer to the Student Complaints & Appeals Procedure from the DIC Student Administrations department if you wish to appeal the Refund Policy. - This policy and the availability of complaints and appeals processes do not remove your right to act under Australia's consumer protection laws. - The College's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.
	<ul style="list-style-type: none"> • <i>Further information</i> <ul style="list-style-type: none"> - DIC reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding. - The College will refund any monies due to the student, to the student's education agent (where applicable). <p><i>*Please note where the student withdraws from the course without notification or breaches their Visa conditions no refund is payable.</i></p>

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SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April - 2008	Version 1.1 - Partial Revision
July – 2009	Version 1.2 - Partial Revision
July- 2010	Version 1.3 - Partial Revision
Jan- 2011	Version 1.4 - Partial Revision
July – 2011	Version 1.5 - Partial Revision
August - 2012	Version 2.0 - Full Revision (NVR Standards 2011)
March-2013	Version 2.1-Partial Revision (NVR Standards 2012)
Jan- 2015	Version 2.2- Partial Revision
March-2015	Version 3.0-Full Revision
April – 2018	Version 3.1 – Partial Revision
May-2022	Version 3.2 – Partial Revision
May-2024	Version 3.3-Partial revision
June-2025	Version 3.4-Full Revision (outcome standards for NVR RTOs 2025)