



Refund Policy for International Students

All tuition fee refund applications must be submitted in writing and addressed to the Director JPIC.

The date of withdrawal is the date JPIC receives the written notification for a refund.

Refund policy is not applicable to application processing or accommodation placement fees.

Tuition Fee Refund Policy

In the unlikely event that JPIC is unable to deliver a course in full students will be offered a refund of all the course money paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided (provider default).

If JPIC is unable to provide a refund or place students in an alternative course our Tuition Assurance Scheme (TAS) ACPET will place students in a suitable alternative course at no extra cost.

Finally, if ACPET can not place students in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place students in a suitable alternative course or, if this is not possible, students will be eligible for a refund as calculated by the Fund Manager.

A refund of fees will be granted where a student has paid fees and withdraws and lodges an Application for Refund:

1. 28 days prior to commencement of the course. In this case a full refund will be given.
2. Less than 28 days to the commencement of the course, a refund of 70% of fees received, will be given.

If at any time an intending student lodges an Application for Refund, and provides evidence that the request is due to the Australian authorities' refusal to provide a Student Visa, then a full refund will be given by JPIC.

No refund of fees will be granted where a student withdraws and lodges an Application for Refund on the day of commencement, or thereafter.

Where a student withdraws from a subject or module after classes have commenced the student is not eligible for a refund.

If you require the refund to be made payable to another person, then you must provide a letter of authority instructing the JPIC to make the refund payable to the nominated person.

After the commencement of a course a refund may be given (less any fees paid by JPIC to an agent) within the first two weeks only where a critical incident has occurred and the total course duration is

more than 100 hours. For courses of 100 hours or less an application for refund will not be considered after the course has commenced.

In the case of an approved transfer to another Australian Institution, the unused portion of tuition fees (if any), less any fees paid by JPIC to an agent, will be paid directly to the other institution.

All refunds are made in Australian dollars.

If you are returning to your home country home and are entitled to a refund, payment will be sent to your home address after JPIC is satisfied that you have left Australia. The method of refund payment is normally in the form of a bank cheque.

Refunds actioned by a student default, and approved by JPIC, will be paid within 4 weeks after JPIC receives a written claim.

These regulations may be waived at the discretion of JPIC, in exceptional and extenuating circumstances.

The Refund Policy outlined does not remove the right to take further action under Australia's consumer protection law, nor to pursue other legal remedies.

Tuition Fee Refund Procedure

After student has notified of withdrawal in writing:

1. Student lodges 'Application for Refund Form' with the Director JPIC
2. Application is processed in accordance with JPIC's Tuition Fee Refund Policy.
3. If application is approved, refund payment will be made by cheque to enrolled student (expect in the case of transfer), in Australian dollars, within 4 weeks of receipt of application by JPIC.

References

ESOS Act 2000 - Parts 3, 5

National Code 2007, Standards 2 & 3

Education Services for Overseas Students Regulations 2001 – Parts 3 & 5

JPIC Critical Incident Policy