

International Student Refund Policy



1. Purpose

This policy provides a framework for the refund of fees incurred by international students at JMI.

2. Scope

This policy applies to JMI's Executive Management and all prospective and current international students at JMI

3. Objectives

This policy aims to:

- Establish the circumstances where refunds for fees paid by international students are available
- Meet the requirements of the ESOS Act (2000)

4. Implementation

4.1 Full Refunds

A full refund of any paid tuition will be granted where:

- The course does not start on the agreed starting date specified in the International Student Enrolment Agreement, or JMI ceases to deliver the course after the student has commenced but before they have completed the course
- An offer of a place is withdrawn by JMI prior to commencement and no incorrect or incomplete information has been provided by the student, or
- Where a student has been refused a visa. A request for a refund in writing and proof of visa refusal from the Australian Government must be sent to JMI upon visa refusal. In this case full refund of course tuition fees will be made within 28 days.

4.2 Partial Refunds

The total amount of paid tuition fees, less a course cancellation fee of \$300 will be provided to the student where:

- Illness or disability prevents a Student from taking up the Program;
- There is a death of a close family member of the student (parent, sibling, spouse or child) which prevents the student from taking up the program; or
- Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of JMI Executive Management, as preventing a student from taking up the program

Where JMI withdraws an offer based on incorrect or incomplete information supplied by the student all fees for the semester and any fees paid in advance are refundable less a \$1,000 (including GST of 10%) Administration Fee.

Where a Student, after accepting an offer of a place, withdraws from the course more than 20 working days before the commencement of a semester, 100% of the Tuition Fees paid for

that semester and any other program fees paid in advance are refundable less a \$1,000 (including GST of 10%) administration fee and a \$300 course cancellation fee.

Where a student, after accepting an offer of a place, withdraws from a program between 20 working days before the commencement of a semester and 20 working days after the commencement of a semester, 50% of the tuition fees paid for that semester and any other fees paid in advance are refundable less a \$300 course cancellation fee.

4.3 Refunds for Students who obtain Permanent Resident Visa Status

Permanent resident status is recognised as from the date of the Visa Grant Letter.

If a student is granted Australian permanent resident status before enrolling in a program but after the date of the Letter of Offer for the program:

- the fee paying overseas place will be withdrawn;
- if the student still wishes to study at JMI they must apply for a domestic place and will be subject to the selection criteria and fees applicable to domestic students
- if the student has already paid the program fees applicable to overseas students for the semester, or any future semesters, a total refund of these fees is payable to the student.

If a student is granted Australian permanent resident status after enrolling in a course but before the census date for the semester:

- the student will be eligible for a domestic place and will be subject to the selection and fees applicable to domestic applicants for that program;
- if the Student has already paid the program fees applicable to overseas students for the semester, or any future semesters, a total refund of these fees is payable to the student.

If a student obtains permanent resident status after the census date in a semester, the student will remain classified as an international student for the remainder of that semester and will be liable to pay the international student fees for that semester. From the following semester, the student will be classified as a permanent resident.

4.4 No Refunds

A student who withdraws from a course more than 20 working days after the commencement of a semester shall not be eligible for a refund for that semester unless the student qualifies under Section 4.2 of this policy for a partial refund under special or extenuating circumstances.

A student whose enrolment is either suspended or cancelled by JMI for whatsoever reason during a semester, including but not limited to a breach of the code of conduct, failure to meet course progression requirements or non-payment of shall not be eligible for a refund for that semester.

A student whose visa is cancelled during a semester shall not be eligible for a refund.

International Student Refund Policy



4.5 Process For Claiming Refunds

Refund applications for full or partial refunds must:

- be made in writing addressed to the Chief Executive Officer
- set out the reasons for the application
- be accompanied by supporting documents as may be appropriate

Refunds will be issued to the student, unless:

- the student is registered with an approved sponsor who has paid the tuition fees on behalf of the student; or
- the student gives written direction to pay the refund to another person or organisation and provides documentary evidence to substantiate that the other person or organisation paid the tuition fees.

The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received etc) before a refund can be paid.

All debts to JMI must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.

4.6 Payment of Refunds

Approval of refunds for fees paid by international students must be authorised by the Chief Executive Officer

JMI will refund fees into an account nominated by the student within 28 days of receipt of all requirements outlined in section 4.5 of this policy.

4.7 Appeals

Students can appeal a decision made by JMI Executive Management in regards to refunding fees paid by following the Student Grievance Handling Policy and Procedure.

5. Definitions

Administration Fee

Fee payable to cover costs involved when a student withdraws from a course in certain circumstances

Course Cancellation Fee

A fee incurred in certain circumstances when a student cancels their enrolment in a course

Miscellaneous Fees

Any fees JMI charges a student that is not directly related to the delivery of a course

Tuition Fees

Fees that are charged by JMI to the student that are directly related to the delivery of a course

International Student Refund Policy



6. Related Documents

This policy is related to the following documents:

- ESOS Act 2000
- International Student Fee Policy
- International Student Enrolment Agreement
- International Student Deferment, Suspension and Cancellation Policy
- Student Grievance Handling Policy and Procedure
- Code of Conduct Policy
- International Student at Risk and Course Progression Policy
- International Student Transfer Policy

7. Review

This policy should be reviewed three years after commencement or last review

8. Accountabilities

JMI Executive Management are responsible for the approval, implementation and review of this policy

9. Version Control

Document	International Student Refund Policy	Author	JMI Executive Management
Approver	JMI Executive Management	Approved	24 January 2018
Version No.	1		
Reviewer	JMI Executive Management	Due for Review	January 2021