

## **P.28V8 Refund Policy and Procedure**

### **1.0 Purpose:**

- 1.1 This policy will ensure that existing clients and prospective clients of Barkly International College (BIC) have access to transparent information about our refund policy and the circumstances in which refunds are paid, in whole or in part, on tuition fees already paid; and
- 1.2 That BIC staff properly apply the policy and procedures for refunds of tuition fees to clients so that all clients are treated fairly and with integrity when applying for refunds.

### **2.0 Scope**

- 2.1 This policy applies to all the clients, either enrolling or re-enrolling in course/qualifications provided by Barkly International College.

### **3.0 Responsibility:**

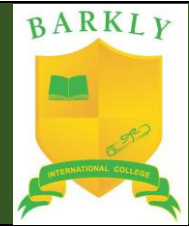
- 3.1 The Finance Manager is responsible for reviewing the refund requests and processing them.

### **4.0 Procedure:**

- 4.1 Refund application requests must be made in writing using the student **F23.V01Refund Request Form** with evidence attached (*if applicable*).
- 4.2 This form is found at the front entrance of the head office reception desk, or alternatively the refund request form may be downloaded from the website [www.barklycollege.com](http://www.barklycollege.com) or a copy requested via email from [info@barklycollege.com](mailto:info@barklycollege.com)
- 4.3 The completed form with evidence attached (*if applicable*) must be submitted to the Finance Department.
- 4.4 Visa refusal refund requests must be made within 4weeks of refusal.
- 4.5 Please refer to table below for other refund timeframes as timeframes will affect the refund amount.
- 4.6 The Finance Manager will process and approve the refund amount (if applicable) based on the circumstances listed below in clauses 1.0-6.4.
- 4.7 All refunds will be made directly to the account stated on the **F23.V01Refund Request Form**. And the student will be notified by letter and email of the refund transaction.
- 4.8 Should the student not be eligible for any type of refund the student will be notified by letter and email to the addresses provided in the **F23.V01Refund Request Form**.
- 4.9 Refund applicants dissatisfied with BIC's decision in relation to their refund request may choose to lodge an appeal under **BIC's P.31V6 – Complaints and Appeals Policy**.
- 4.10 Any refund or outcome given will be recorded in BIC's Student Information System (VETTRAK).
- 4.11 All approved refunds will be processed within 14days of initial request.

#### **Document Information**

<b>Title:</b>	P.28V8 Refund Policy	<b>Version No:</b>	V8.0
<b>Author:</b>	Barkly International College Pty Ltd	<b>Date Created:</b>	November 2010
<b>Reviewer:</b>	Evelin Cruz	<b>Date reviewed:</b>	February 2017
		<b>Next Review date:</b>	December 2017



**FEE REFUND CONDITIONS**

**REFUND APPLICABLE**

**1.0 PROVIDER DEFAULT**

Provider default is applicable in the following situations.

1. The course does not begin on the agreed commencement date, or
2. The course ceases to be provided at any time after it commences but before it is completed, or
3. The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.

This applies to all students at Barkly International College

In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows:

The refund amount = *weekly tuition fee* x *the number of weeks in the default period*

a. *The weekly tuition fee* = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.

b. *The number of weeks in the default period* = number of calendar days from the default day to the end of the period to which the payment relates / 7

The refund will be paid to you within 14 days of the day in which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course the Tuition Protection Service will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college which will accept them into an alternative course

4. Refund Procedure;

A written request for refund using **F23.V01 Refund Request Form** must be submitted to Barkly International College Finance Department. The money will be refunded to the student within 14 days after the written request is received.

**2.0 VISA REFUSED BEFORE COURSE COMMENCEMENT**

- 2.1 In the event where student's initial visa is not granted and student is offshore.

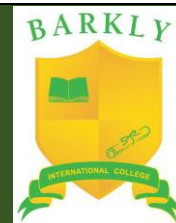
In the event that the student's visa has been refused, the refund amount shall be calculated as follows;

**The refund amount** = the total amount will be paid minus the BIC \$250 application fee. This fee will be deducted even if the application fee was waived by the student's agent at the time of enrolment.

The total course fee also includes any other non-tuition fees paid.

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2.2 Refund Procedure;	A written request for refund using <b>F23.V01Refund Request Form</b> and proof of visa refusal from the Australian Government must be sent to the Barkly International College Finance Department no later than four weeks after visa refusal.
2.3 In the event where a student enrolls in a Training Program and the first course has commenced and the student visa is refused before the commencement of second course.	<p>The refund amount will be calculated for the student for the commenced course as follows</p> <p>The refund amount = <i>weekly tuition fee x the number of weeks in the default period</i></p> <p>where</p> <p>a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7</p> <p>If the student has paid any tuition fee for the second course, the refund will be calculated as</p> <p>The refund amount = the total course fee minus 5% of the course fee received up to a maximum of \$500</p>
2.4 Refund Procedure;	A written request for refund using <b>F23.V01Refund Request Form</b> and proof of visa refusal from the Australian Government must be sent to the Barkly International College Finance Department no later than four weeks after visa refusal.
2.5 No proof of refusal from the Australian Government.	Refund will not be granted

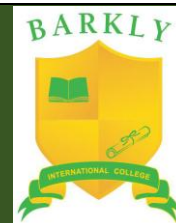
**3.0 VISA REFUSED AFTER COMMENCEMENT DATE**

3.1 In the event that a student’s visa is not granted and the course has commenced.	<p>The refund amount = <i>weekly tuition fee x the number of weeks in the default period</i></p> <p>a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7</p> <p>Tuition fee does not include any non-tuition fee that might have been paid by the student.</p>
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**4.0 CANCELLATION BEFORE COMMENCEMENT DATE**

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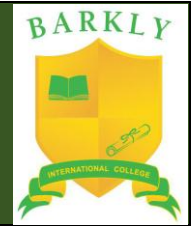
4.1	In the event that the student cancels their enrolment and requests a refund in writing 10 weeks or more prior to the course commencement.	A 70% refund of Monies paid for tuition fees will be issued to the student.
4.2	In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement.	A refund of 50% of monies paid for the tuition fees will be issued to the student.
4.3	In the event the student requests a refund in writing 5 full weeks or less prior to course commencement	No refund will be issued.
4.4	If a student requests to defer to any following intake/s before the commencement of the course initially applied for due to personal reasons.	There will be no refund of monies paid towards initial deposit.

**5.0 CANCELLATION ON OR AFTER COMMENCEMENT DATE**

5.1	Withdrawals notified in writing and received by the College on the commencement date or after the semester commences.	No refund will be issued which includes all monies paid to College for Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board.
5.2	There is a student default due to any of the following reasons. <ol style="list-style-type: none"> <li>1. The student failed to pay an amount he or she is liable to pay in order to undertake the course.</li> <li>2. The student breached a condition of his or her student visa.</li> <li>3. Misbehaviour by the student</li> </ol>	No refund will be issued to a student either before or after commencement of course.
5.3	If a student fails to attend a course after the start of the Course.	No refund will be issued which includes all monies paid to College.
5.4	In the event that the student seeks and is granted approval	No refund will be issued of any course money paid in advance.

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by College to transfer to another provider prior to completion of six months study of the principal course.

5.5 If a Student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.

No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the college for services already rendered.

**6.0 CONDITIONS**

6.1 At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence, If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

6.2 Fees not listed in this refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

6.3 Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

6.4 If a student withdraws after any number of deferrals The date on the original eCoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the college refund policy and other related policies

**Related Documents**

- F23.V01 Refund Request Form
- P.31V6 – Complaints and Appeals Policy
- Student Written Agreement
- Letter of Offer

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