

# Non-Payment of Tuition Policy and Procedure

## Purpose

This procedure outlines the steps international students must follow to request a refund from EIM International Training. It ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000 and provides clarity and fairness in the processing of refund requests.

## Refund Procedure

1. Initial Refund Request
  - **Submission:** Students must submit a written refund request to the Student Services Office. The request should include the reason for the refund and any supporting documentation (e.g., visa refusal notification from the Department of Home Affairs).
  - **Form:** Complete the Refund Request Form, available from the Student Services Office or the EIM International Training website.
2. Review of Refund Request
  - **Acknowledgement:** Upon receipt of the refund request, the Student Services Office will acknowledge the request in writing within five business days.
  - **Assessment:** The refund request will be assessed based on the EIM International Training Refund Policy and the provisions of the ESOS Act 2000.
3. Notification of Outcome
  - **Decision:** A decision on the refund request will be made within 10 business days of receiving the complete refund application and supporting documents.
  - **Written Notification:** The student will be informed of the outcome in writing. If the refund is approved, the notification will include the amount to be refunded and the method of refund. If the refund is denied, the notification will include the reasons for the decision.
4. Processing the Refund
  - **Refund Calculation:** The refund amount will be calculated in accordance with the EIM International Training Refund Policy, taking into consideration any applicable administrative fees and non-refundable charges.
  - **Payment Method:** Refunds will be processed using the same method as the original payment, unless otherwise agreed. Refunds will be made to the person or entity who made the original payment.
  - **Timeline:** Approved refunds will be processed within 20 business days from the date of the written notification of the refund decision.
5. Appeals Process
  - **Reconsideration:** If a refund request is denied, the student has the right to request a reconsideration. The request must be submitted in writing to the CEO or Group General Manager within 14 days of receiving the refund decision.
  - **Final Decision:** The CEO or Group General Manager will review the reconsideration request and provide a final decision in writing within 10 business days. The decision of the CEO or Group General Manager is final.

## 6. Record Keeping

- Documentation: All refund requests and associated documentation will be kept on the student's file for a minimum of two years after the student ceases to be enrolled.
- Confidentiality: All information related to refund requests will be treated as confidential and in accordance with EIM International Training's Privacy Policy.

## Related Legislation & Regulations

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

## Related Documents

- Refund Request Form
- Refund Policy
- Privacy Policy
- Schedule of Administration Fees
- Schedule of Course Fees
- Program Application Form

This procedure ensures that international students are aware of the steps involved in requesting a refund and that EIM International Training processes refunds fairly and in compliance with relevant legislation.