

Refund Policy for International Students

Purpose

EIM International is committed to providing a clear and fair refund policy for all international students. This policy outlines the terms and conditions under which refunds are issued for tuition fees and other associated costs.

Application Fee

The application fee is non-refundable.

Tuition Fee Refunds

Refunds for tuition fees will be processed according to the following schedule:

Refund if Course Cancelled by EIM International Training:

- If EIM International Training cancels a Fee for Service (FFS) course before it starts, all fees paid by the student will be refunded in full.

Refund if Enrolment Cancelled Before Course Starts:

- Visa Refusal: If a student's visa application is refused before the course starts, a full refund of tuition fees, including the holding deposit, will be provided, minus an administrative fee of no more than five percent or \$500 (whichever is lesser) and the enrolment fee. Refund requests must include a copy of the Department of Home Affairs notification of visa refusal.
- Withdrawal 28 Days or More Before Course Start: If a student withdraws 28 days or more before the course start date, 100% of the tuition fee, minus the holding deposit, enrolment fee, and agent fee (if applicable), will be refunded.
- Withdrawal Less Than 28 Days Before Course Start: If a student withdraws less than 28 days before the course start date, 75% of the tuition fee, minus the holding deposit, enrolment fee, and agent fee (if applicable), will be refunded.

Refund if Enrolment Cancelled After Course Starts

- No Refund: If a student withdraws on or after the course start date, no refund of tuition fees will be provided.
- Transfer to Another Provider: If a student wishes to transfer to another provider within 6 months of their principal course, they will require a release and must have paid 6 months of tuition fees based on the existing payment instalment agreement signed at induction.

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Non-Refundable Situations

1. No refunds will be granted in the following situations:
2. The Department of Home Affairs excludes a student from continuing a course.
3. A student withdraws after the course start date.
4. EIM International Training reports a student to the Department of Home Affairs for any reason, or suspends or expels a student from the college.
5. A student fails to start on the nominated course commencement date without prior withdrawal.
6. A student submits falsified evidence for course eligibility and does not meet entrance criteria upon assessment.
7. EIM International Training temporarily closes due to natural disasters or other extenuating circumstances beyond their control.
8. Days are lost due to late course commencement, public holidays, or student absences during the course.

Deferral Policy

Students who wish to defer their enrolment to a future term must notify EIM International in writing. The following conditions apply:

- If the deferral request is made 30 days or more before the program start date, the tuition fees can be transferred to the future term without penalty.
- If the deferral request is made less than 30 days before the program start date, an administrative fee will be charged. Please visit www.eim.edu.au for fees and charges.

Other Fees

Material fees and other charges for supplies and services provided to the student are non-refundable.

Transfers of Enrolment

This section applies to students currently enrolled in a course at EIM International Training who wish to transfer into another program/course offered at EIM International Training.

1. Transfers will only be approved within three months of the course/program commencement date.
2. If a student transfers to a course of lesser value than the original course, the course fees will remain the same and will not reflect the new course.
3. If the new course is of greater value than the current course, the student will need to pay the additional course fees to match the value of the new course.
4. Course fees will not be refunded as a result of a course transfer.
5. Refer to the Schedule of Administrative Fees for course transfer fees.
6. Course transfer fees are non-refundable.

Refused Applications for Refunds

1. If a refund application is refused, EIM International Training will provide written notice of the reasons for refusal.
2. Students may apply for reconsideration to the CEO or Group General Manager within 14 days of receiving the refusal notice.

Effective Date

This policy applies to all refunds from January 4, 2021.

Refund Request Process

To request a refund, students must submit a written request to the admissions office, including all relevant documentation (e.g., visa denial letter, withdrawal request). See Refund Procedure for full refund details.

Payment of Refunds

Refunds will be made in the same method and currency as the original payment, unless otherwise agreed upon by both parties. Any bank charges or currency exchange fees will be deducted from the refund amount.

Related Legislation & Regulations

- Financial Administration and Audit Act 1977
- Standards for National VET Regulator (NVR)
- National Vocational Education and Training Regulator Act 2011
- Financial Viability Risk Assessment Requirements Instrument 2021
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

Related Documents

- Schedule of Administration Fees
- Schedule of Course Fees
- Program Application Form
- EIM International Refund Procedure

This policy ensures that international students are aware of the conditions under which refunds will be processed and ensures compliance with relevant legislation.

Note: This policy is subject to change. The latest version will always be available on the EIM International website.