

Fees Refund Policy

IIPM's refund policy outlines the refund policy and procedure in accordance with the requirements Standard 3 of the National Code 2018. This policy applies to all IIPM students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- IIPM defaults (Provider default)
- The Student defaults (Student default)

1. Provider Default:

IIPM will be considered to have defaulted (Provider Default) when:

- The course the student has enrolled in does not start on the agreed starting day; or
 - The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
 - The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on IIPM
 - There is a change of IIPM's legal entity and as a result, a corresponding change to the IIPM's RTO/CRICOS registration
- In the case, where IIPM defaults, the Institute will advise affected students in writing of the default within 3 working days of the default taking place.
 - Within 10 working days of the default taking place, the Institute will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the Institute will give the student a statement explaining how the unused prepaid tuition fees have been calculated.
 - Where students choose to accept placement in a suitable alternative registered course, IIPM will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees.
 - Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student visa
 - The Institute's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director.
 - IIPM will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations.
 - In the event that IIPM is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Home Affairs for implications to their student visa.

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2. Student Default:

A student (i.e. you) will be considered to have defaulted when:

- The student fails to pay an amount he or she was liable to pay to IIPM for the course he/she is enrolled in
- The student withdraws after their agreed starting day
- The student is deemed to have breached a condition of his or her student visa
- The student has been expelled by the Institute due to serious misconduct

In the case of student default, no refunds are payable. IIPM reserves the right to recover any outstanding fee for the course(s) the student has enrolled in.

Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, 100% of all the unspent fees paid, less any administration fees, will be refunded. Such special circumstances include:

- serious illness – varified by a medical certificate
- family or personal tragedy
- acts of God
- acts of Government authorities, for example the student is prevented from commencing studies in the agreed course of study.

Refund Table

The table below provides a list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

Reason for Refund	Notification Period	Refund	
Student's application for a student visa unsuccessful	Before semester commences	Full refund (less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser).	
IIPM withdraws offer, fails to provide programme offered or terminates course (IIPM reserves the right to apply the provisions of the Commonwealth ESOS Act 2000)	Before Semester commences	If an alternative course is not available; Full refund of paid tuition fee, enrolment fee and materials fee	
	After Semester commences	Refund of unspent portion of tuition fees paid. No refund is granted for enrolment fee or materials fee.	
Student with a student visa withdraws (All withdrawals must be in writing, Agent must also be contacted by student and school)	Notice of withdraw	Refund amount for any tuition fees paid for the first 3 months	Refund amount for tuition fees paid over for 3 months in advance
	28 days or more prior to course commencement	80%	100%
	Between 14 - 28 days prior to course commencement	70%	100%

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Reason for Refund	Notification Period	Refund	
	Less than 14 days prior to course commencement	No refund	100%
If IIPM withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or IIPM policies and procedures.	Prior to course commencement	Full refund of tuition fees paid and materials fees paid less any amount for materials already received. No refund of enrolment fee	
	After course has begun	No refund of the fees paid (students may apply for special consideration which will be assessed case by case)	
For onshore students, Visa extension/s not granted by Australian Government but student already commenced his/her course OR student defaults or withdraws from course during visa processing but already commenced his/her course	Prior to course commencement	Full refund of tuition fees paid (Less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser). Materials fees paid and collected are non-refundable. No refund of enrolment fee	
	After course has begun	Full refund of unspent tuition fees paid (Less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser). Materials fees paid and collected are non-refundable. No refund of enrolment fee	

Non-Commencement of Studies

- Where a student accepts an offer of admission and pays the relevant fee and fails to attend the college on the agreed starting date, or to notify IIPM of his/her intentions, IIPM may cancel the student's enrolment after 14 days. Refunds will be calculated in accordance with the above Refund Table and the Refund Policy. The cancellation of a student enrolment may affect their student visa.

Deferring of Studies

- If after accepting an offer of a place and applicant gives written notice before the Commencement of the course of his/her intention to defer or postpone to the next available intake, all tuition fees will be transferred to the next available intake. However, any new fee structures and reenrolment fees will apply. The next available intake may be the following term or subsequent terms depending on course availability. The applicant will need to submit a *Student Deferral and Suspension form* in line with the Institute's Student Deferment, Suspension and Cancellation Policy.
- Where the student defers commencement to a later commencement date but then gives a written notice of intention to not take up a deferred place prior to commencement, a refund will be assessed based on the period of notification and circumstances of the later commencement date
- IIPM is only permitted to approve deferrals of studies for overseas students on the grounds of compassionate or compelling circumstances in line with the Institute's Student Deferment, Suspension and Cancellation Policy

Refund Process

- Student must complete a *Refund Application form* to request for a refund.
- Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application.
- All applications will be considered by the Principal Executive Officer within 10 working days of the

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completed application being submitted.

- d. The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
 - (i) Application approved and refund processed.
 - (ii) Application not approved and/or in line with the students written agreement, the student will need to make appropriate payment of outstanding fees.
- e. Once a refund is approved, students will be provided with a letter detailing how their refund amount was calculated and determined. IIPM will also inform the student of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa.
- f. Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the Institute's attendance and course progress policies
- g. If the application for refund is successful, IIPM will pay the refund within 20 working days of the receipt of the completed refund application. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated bank account.
- h. Students who are unsuccessful in their refund application may appeal this decision (see complaints and appeals policy).
- i. **This policy, and the availability of complaints and appeals processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.**

Student Rights to Appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
- IIPM's appeals process does not circumscribe the student's right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- Students should refer to the Institute's Complaints and Appeals Procedure should they wish to appeal to any decision made by IIPM.