

# Refund Policy

## 1 SCOPE

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This policy covers the refunds process for all fees payable for training services provided within Nomi College's scope of registration, in accordance with ESOS Act and the National Code.

## 2 PURPOSE

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To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

## 3 POLICY STATEMENT

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Details concerning the scope of Nomi College Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## 4 GENERAL RULES

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- 4.1 The refund process reflects the commitment by Nomi College to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 4.2 The date the written notice is received by Nomi College is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.
- 4.3 Refunds must be requested in writing to the Relationship Manager of Nomi College. Verbal notification to Nomi College staff or agents are not valid.
- 4.4 Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Nomi College.
- 4.5 The Relationship Manager of Nomi College will process refund requests and if approved, arrange payment within 28 days.
- 4.6 Refunds will be paid in Australian Dollars into the nominated bank account.

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- 4.7 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Nomi College until the course start date.
- 4.8 All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- 4.9 The term “commencement” in this policy refers to the first day of the first program attended by the student.
- 4.10 Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Nomi College. All Refund Requests and issued refunds are to be logged in the Refund Request Register.
- 4.11 Any costs incurred by Nomi College to recuperate outstanding fees will be charged to the student.
- 4.12 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- 4.13 Nomi College will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- 4.14 Provide the student in writing the resulting decision of Nomi College’s management.
- 4.15 Advise the student of their right to appeal the decision of Nomi College management.
- 4.16 The refund policy is subject to review at least once per year
- 4.17 Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, Nomi College will recover the paid fees and return to the student.
- 4.18 Nomi College only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

## 5 DOMESTIC STUDENT REFUND

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In addition to the above circumstances, refunds for domestic students will be calculated as follows:

Circumstance	Refund due
Nomi College cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the Nomi College (known as provider default)	Full refund of all fees.
Nomi College cancels course due to unforeseen circumstances, including a sanction being imposed on the Nomi College (known as provider default)	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

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Student withdraws up to 4 weeks prior to course commencement	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement	Application fee not refunded. Refund of 90% of all other fees and charges
Student withdraws after commencement	No refund. Fees for full study period (term) to be paid
Student's enrolment is cancelled due to disciplinary action	No refund. Fees for full study period (term) to be paid
The student has supplied incorrect or incomplete information causing Nomi College to withdraw the offer of the course prior to commencement	No refund. Fees for full study period (term) to be paid

## 6 INTERNATIONAL STUDENT REFUND

In case of visa refusal and student default, Nomi College will provide refunds based on the Cancellation Fees listed in the table below:

The refund amount is calculated as:

Refund Amount = Prepaid Course Fees less Cancellation Fees

**Note:**

- Should the cancellation amount be bigger than prepaid fees, the student will be liable to pay the balance of the Cancellation Fees instead of receiving a refund.
- In case of Visa Refusal - No refund will be granted to applicants who do not provide Nomi College with certified proof of visa refusal received from DoHA

Reason	Notice Period	Cancellation Fees
Visa Refusal  No refund will be granted to applicants who do not provide Nomi College with certified proof of visa refusal received from DoHA.	Before study period/course commencement	The lesser of either: <ul style="list-style-type: none"> <li>• 5% of the total amount of pre- paid course fees;</li> <li>or</li> <li>• The sum of \$500.00</li> </ul>
	After study period/course commencement	\$250 + Pro-rata of course fees used, calculated on weekly basis.
Student Default  For AQF Level 1 to AQF Level 6 courses – Certificate I, II, III & IV; Diploma and Advanced Diploma.	More than 12 weeks before study period/course commencement	\$500

Student withdraws (requests to cancel enrolment) or student's enrolment is cancelled due to any reason except Visa Refusal or if any of the reasons listed in clause 10 above apply.	Between 12 - 6 weeks before study period/course commencement	50% of the upcoming study period course fees.
	Within 6 weeks before study period/course commencement	70% of the upcoming study period course fees.
	After study period/course commencement	100% of the study period/term course fees

<b>Student Default</b> For AQF Level 8 courses –Graduate Diploma.  Student withdraws (requests to cancel enrolment) or student's enrolment is cancelled due to any reason except Visa Refusal or if any of the reasons listed in clause 10 above apply.	More than 12 weeks before study period/course commencement	\$2000
	Within 12 weeks before study period/course commencement	70% of the upcoming study period course fees.
	After study period/course commencement	100% of the study period course fees

In case of **Provider Default**, Nomi College will provide refunds or make arrangements as listed in the table below:

<b>Provider Default</b>	<b>Refund/Arrangement</b>
Nomi College withdraws offer, fails to provide the course/s offered, or terminates an education service <b>before the study period or course commencement</b>	<p>Offer a place in an alternative course or in a future intake available for the same course.</p> <p>If the student declines this offer, Nomi College will refund 100% of the pre- paid course fees.</p> <p>If in the unlikely situation that Nomi College is unable to refund fees, or offer an alternative course, students will be referred to the Tuition Protection Service (TPS) who will place the students in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator. Detailed information can be found at TPS website: <a href="http://www.tps.gov.au">www.tps.gov.au</a></p>
Nomi College withdraws offer, fails to provide the course/s offered, or terminates an education service <b>after the study period or course commencement</b>	<p>Offer a place in an alternative course or in a future intake available for the same course.</p> <p>If the student declines this offer, Nomi College will refund the unused portion of the pre-paid course fees calculated on a weekly basis.</p> <p>If in the unlikely situation that Nomi College is unable to refund fees, or offer an alternative course, students will be referred to the Tuition Protection Service (TPS) who will place the students in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator. Detailed information can be found at TPS website: <a href="http://www.tps.gov.au">www.tps.gov.au</a></p>

### Refunds resulting from Nomi College Default

In the unlikely event of Nomi College default, within 14 days of the default, Nomi College will:

- Either offer the student an alternative place at Nomi College’s expense, that is accepted in writing;  
OR
- Refund the student the unused portion of the prepaid fees.

If Nomi College is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

## 7 RESPONSIBILITIES

The Compliance Manager of Nomi College is responsible for ensuring compliance with this policy. Administration Manager of Nomi College will process refund requests, if approved, AND arrange refund payment within 20 days.

The Nomi College Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the Compliance Manager of Nomi College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Role within RTO	Area of responsibility
CEO	Approval Authority
General Manager	Development/Review
Compliance Manager	Monitoring, Evaluation and Compliance
Compliance Officer	Implementation

## 8 RELATED LEGISLATION AND REGULATIONS

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- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

## 9 RELATED POLICIES, PROCEDURES AND DOCUMENTS

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- Fees and Charges Policy
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Academic Misconduct and Cancellation Form

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# Refund Procedure

## Steps required to process refunds

From time to time, students may fill out the refund form in case they have a VISA refusal or decide not to continue with the enrolment at Nomi College. Students would then complete the course variation form along with the refund form and are required to submit the request in writing via email. The procedure will be as follows:

No.	Who	Actions
1.1	<b>Admin and Enrolment Officer</b>	<ul style="list-style-type: none"> <li>a) The student completes the refund request form along with the course variation form. If the refund is only to receive the extra payment made, then a course variation form is not required.</li> <li>b) Refund Request form will be received via email from student on following email address. Student must provide supporting documents such as visa refusal, cancellation letter, flight ticket where required, etc. <a href="mailto:admission@nomicollege.com.au">admission@nomicollege.com.au</a></li> </ul>
1.2	<b>Admin and Enrolment Officer</b>	<ul style="list-style-type: none"> <li>a) The admin and Enrolment officer will send the request to the relevant Admin and Enrolment Officer in the respective campus.</li> <li>b) The Admin and Enrolment Officer will complete the 'admin use only' part in the refund form and course variation form and add the Refund Reference number as per the "<b>Refund Reference Register</b>" in the "<b>Refund Request Form</b>"</li> </ul>
1.3	<b>Admin and Enrolment Officer</b>  <b>Campus and Training Coordinators</b>	<ul style="list-style-type: none"> <li>a) The Admin and Enrolment Officer will calculate the refund amount and check with the accounts team member; the actual fees received and the amount of refund and submit to the Campus Manager or Campus Coordinator for confirmation and approval. Note: While calculating the amount to be refunded, the Admin and Enrolment Officer is to read the Offer Letter given to the student at the time of enrolment to ensure the correct procedure will be followed.</li> </ul>
1.4	<b>Campus and Training Coordinators</b>  <b>Relationship Manager</b>	<ul style="list-style-type: none"> <li>a) The relevant Campus and Training Coordinators will check, verify and either approve or decline the request and hand the form to the campus admin officer to forward to the 'Relationship Manager' for processing.</li> </ul>
1.5	<b>Relationship Manager</b>  <b>Admin and</b>	<p>Relationship Manager gives the final approval to accounts for processing of refund requests.</p> <ul style="list-style-type: none"> <li>a) Accounts for processing refund.</li> <li>b) Admin and Enrolment Officer for COE cancellation, updating in</li> </ul>

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	<b>Enrolment Officer</b>  <b>Trainer and Assessor</b>  <b>Compliance officer</b>  <b>Accounting and Finance Officer</b>	<p>Axcelerate, updating respective Trainer about the student, removal from Google Classroom.</p> <p>c) Recruitment team for managing Agents Commission Calculation.</p> <p>Note: Once a refund request has been received, Nomi College will finalize the request within 25 business days.</p>
1.6	<b>Accounting and Finance Officer</b>	<p>a) The accounts to process the refund and share the remittance advice with the above-concerned parties for record keeping and update the same in the student profile on Axcelerate</p> <p>b) Once the process is complete, the admission team member to send the final communication to the student and his/her agent.</p>