

Fee and Refund Policy

TrEd College

Fees, Charges and Refund Policy

(Aligned with ESOS Act 2000, National Code 2018 & Revised Standards 2025)

1. Purpose

This policy sets out TrEd College's obligations and processes relating to fees, charges, refunds, and defaults in accordance with:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Revised Standards / National Code Amendments effective 2025

This policy ensures transparency, fairness, and protection of overseas students' rights.

2. Scope

This policy applies to:

- All overseas students enrolled at TrEd College; and
- All tuition fees and associated charges paid directly to the College or to an authorised education agent to be remitted to the College.

3. Legislative Framework

This policy supports compliance with:

- Section 46E–46F of the ESOS Act (refunds in cases of provider default and student default)
- Standard 3 (Information provided to students)
- Standard 4 (Education agents)
- Standard 7 (Written agreements)
- Standard 9 (Deferring, suspending or cancelling enrolment)

4. Fee Information

- Tuition fees and charges are outlined in the **letter of offer** prior to enrolment.

- TrEd College does not collect more than the allowable pre-paid tuition fees, except where permitted by the ESOS Act.

5. Refund Applications

- All refund applications must be made in writing to the Chief Executive Officer (CEO) (see contact details).
- Refund requests must include all required supporting documentation.
- Once approved, refunds will be paid within 28 days of receipt of a complete written application.
- Each refund will be accompanied by a written statement explaining how the refund amount was calculated, as required under the Revised Standards 2025.

6. Non-Refundable Fees

The following fees are non-refundable under any circumstances:

- Application fees
- Administration fees
- Credit card transaction fees

These fees are clearly identified in the written agreement in accordance with National Code Standard 3.

7. Tuition Fee Refund Policy

7.1 Application of Policy

This policy applies to all tuition fees paid to TrEd College, including tuition fees paid to an education agent for remittance to the College.

7.2 Visa Refusal – Student Default (Before Course Commencement)

Where a student’s visa application is refused before the course commencement date, and TrEd College receives:

- Written notification from the student; and
- A copy of the official visa refusal notice issued by the Department of Home Affairs,

the College will refund all pre-paid tuition fees, **less the lesser of AUD \$500 or 5% of total pre-paid tuition fees**, in accordance with the written agreement.

This refund excludes all **non-refundable fees** listed in Section 6.

7.3 Visa Refusal – Student Default (After Course Commencement)

Where a student commences a course and subsequently receives a visa refusal:

- TrEd College will refund the **unused portion of tuition fees paid**, calculated on a pro-rata basis for tuition not yet delivered.
- Evidence of visa refusal must be provided **within four (4) weeks of the refusal date**.
- If evidence is not provided within this timeframe, **normal cancellation and withdrawal conditions may apply**.

7.4 Withdrawal by Student (Other Than Visa Refusal)

Where a student withdraws for reasons other than visa refusal, the following refund conditions apply:

| Timing of Written Withdrawal Notice (Received by TrEd College) | Refund Entitlement |
|--|--|
| 28 days or more prior to commencement of course | 70% refund of tuition fees |
| Less than 28 days prior to commencement | 50% refund of tuition fees |
| On or after commencement | No refund of current semester tuition fees |

This constitutes a **student default** under the ESOS Act.

8. Provider Default

In the event of **provider default** as defined under the ESOS Act (including where TrEd College fails to commence or complete a course):

- The College will meet its obligations under **Sections 46E and 46F of the ESOS Act**, including offering an alternative placement or providing a refund of unspent tuition fees.
- Refunds in provider default situations will be processed **within the legislated timeframe**.

9. Method of Refund

- Refunds are paid to the **original payer**, unless otherwise required under the ESOS Act or directed by the student in writing.
- Where fees were paid through an education agent, refunds may be paid to the agent unless legislative requirements dictate otherwise.

10. Complaints and Appeals

This refund policy does **not limit the student's right** to access:

- TrEd College's **internal Complaints and Appeals process**; or
- External dispute resolution; or
- Rights under **Australian Consumer Law**.

11. Review and Continuous Improvement

This policy is reviewed regularly to ensure ongoing compliance with:

- ESOS legislative requirements
- National Code standards
- Revised Standards effective 2025

Policy Owner: Compliance Team

Approved by: CEO

Version: 1.0

Effective Date: 1st July 2025

Next Review Date: July 2026
