

Refunds Policy and Procedure	
Relevant Standards SRTO 2015: 5.3, 7.3 The National Code 2018: Standard 2.1, 3.4	Linked Documents Fee Policy Fee Refund Form Student Agreement

1. Policy Statement

Capstone Institute of Australia (CAPSTONE) provides refund information that is consistent with the requirements of the ESOS Act and Standards for RTOs 2015 to students before their enrolment via the student handbook (available on its website) and in the student agreement.

2. Definitions

Package means a sequence of one or more courses specified in the letter of offer. To avoid doubt where there is only one course, package means that course.

3. Refunds of non-tuition fees

Enrolment fees are non-refundable.

Overseas Student Health Cover and materials fee become non-refundable once the package has commenced.

4. Cancellation/withdrawal prior to scheduled course or package commencement date (student default)

Event	Refund
Student requests in writing to cancel enrolment more than 28 days prior to course or package commencement date. If student requests and receives a deferral of commencement date(s), this does not extend the refund claim period in any way.	75% of total tuition fees paid in advance for each and every course in package less \$300 administration fee.

Student requests in writing to cancel enrolment between 1 to 28 days prior to course or package commencement date. If student requests and receives a deferral of commencement date(s) this does not extend the refund claim period in any way.	50% of total tuition fees paid in advance for each and every course in package less \$300 administration fee.
Student requests in writing to cancel enrolment prior to course or package commencement date due to student visa application refusal.	Full refund of fees paid in advance less \$500 or 5% fees paid (whichever is lesser).
Commencement date due to student visa application refusal.	

5. Withdrawal on or after scheduled course or package commencement date (student default)

Event	Refund
Student requests in writing to withdraw from the course or package on or after the course or package commencement date.	No refund of any fees paid in advance
Student requests in writing to withdraw from the course or package after commencing the course or package due to student visa application refusal.	Refund of unspent tuition fees less \$300 administration fee. Calculation of unspent fees is in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014
Student does not start the course on the agreed course or package commencement date and has not previously withdrawn	No refunds of any fees paid in advance.
Student requests in writing to withdraw from the course or package due to his/her student visa cancellation for breaching visa condition.	No refunds of any fees paid in advance
Termination of enrolment by CAPSTONE due to student's misbehaviour, non-payment of fees, breach of student written agreement terms and conditions, breach of CAPSTONE policies and procedures, breach of student visa conditions.	No refunds of any fees paid in advance

6. When CAPSTONE is unable to deliver the course (provider default)

Event	Refund
<p>In the unlikely event that CAPSTONE is unable to deliver your courses listed in your offer.</p>	<p>Refund of unspent tuition fees or alternatively and upon your agreement you will be placed in a suitable alternative course.</p> <p>Calculation of unspent tuition fees paid by international students is in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014</p>
<p>In the unlikely event CAPSTONE is unable to provide a refund or place you in an alternative course (applicable for international students)</p>	<p>The Australian Government's Tuition Protection Service (TPS) will either find a suitable alternative placement for your course or refund the unspent tuition fees.</p> <p>Calculation of unspent tuition fees is in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014.</p> <p>Role of TPS</p> <p>The TPS will use an online placement service to give the student all the information they need so they understand their options and can choose an alternative course that best suits them. If a student is unable to find a suitable alternative course, the TPS will refund the tuition fees that have been paid, for the part of the course that they have not yet received.</p>

7. Process for claiming refunds

Requests for refunds must be made in writing on the *Application for Refund Form* (available from CAPSTONE Reception at Level 5, 565 George St, Sydney NSW 2000) and should include any evidence in support of the application. Submit completed form and evidence to our Student Services Team.

All refund applications must be completed and signed by the student. CAPSTONE will verify student's signatures on refund application with the signatures on identity documents provided during enrolment.

Refunds in case of provider default will be provided within 14 days of the default day and refunds (if any) in case of student default will be provided within 4 weeks after receiving completed refund application with all required supporting evidence from the student.

If the refund request is approved any refunded amount will be made to student or the person authorised by the student in refund application.

8. Appeals

Students have the right to appeal against any decision made by the CAPSTONE. Please refer to the *Complaints and Appeals Policy and Procedure*.

This written agreement, and the right to make complaints and seek appeals of decisions and actions 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.