

RMIT English Worldwide (REW) Refund and Transfer of Fees Procedure

Supports the RMIT Enrolment Policy by setting out the rules for refunding student fees.

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Owner	CEO RMIT Training
Author	Executive Director, Commercial and Operations
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Contact	rmittraining.policy@rmit.edu.au
Register reference	TPOL/2020/00005

Context

This procedure describes the rules for students seeking a refund from RMIT English Worldwide (REW).

Authority

RMIT Enrolment Policy.

Scope

This procedure applies to applications for refund from an RMIT English Worldwide Academic English program and is for students who were offered a place on or after November 23rd, 2020.

Details

1. Eligibility for a refund
 - 1.1. A refund of some or all fees paid will only be made:
 - a) if the application for refund is made before the enrolment date of the program, or
 - b) if the student's visa application is refused, or
 - c) if REW is unable to commence or continue with the program, or
 - d) as directed by the RMIT Training Executive Director, Academic in accordance with this procedure.
 - 1.2. Despite any provisions, this procedure must not affect a student's rights under Australian Consumer Law.
 - 1.3. A student is not entitled to a refund based on:

- a) visa cancellation
 - b) exclusion from a program in accordance with REW procedures or enrolment agreement because of reasons such as unacceptable behaviour.
- 1.4. The RMIT Training Executive Director, Academic may approve the refund of some or all fees paid where it is determined there are exceptional or compassionate circumstances that significantly impacted the student's ability to commence or continue with the program. The student must provide evidence as reasonably requested by the RMIT Training Executive Director, Academic.
2. Eligibility for transfer of fees
- 2.1. REW will only transfer some or all of the student's fees paid to a formal RMIT award program if the student satisfies the conditions specified in the instruction authorised under this procedure.
3. Application
- 3.1. REW will not consider any request for refund or transfer of fees without a formal application by the student.
- 3.2. Applications must be made in the form prescribed by the RMIT Training Executive Director, Academic.
4. Other provisions
- 4.1. In agreeing to grant the refund or transfer of fees, REW may withhold the amount of the fees paid as specified in the instructions authorised under this procedure.
- 4.2. The funds paid for the fees must be cleared at the time that an application for refund or transfer of fees is made.
- 4.3. Any refunds will be in Australian dollars, and unless otherwise approved by the RMIT Training Executive Director, Academic will be made:
- a) to the student or the original funding source/s; and
 - b) electronically.
5. Appeals
- 5.1. The student must have received advice of the outcome of the refund application before lodging an appeal against a refund assessment decision.
- 5.2. A student must submit the appeal in writing, within 20 working days of the date the email notifying them of the decision was sent to the student, to the RMIT Training Executive Director, Academic*. The appeal may be submitted in person at RMIT Training Student Services reception or via email to rewstudent.services@rmit.edu.au.
- *note: if the initial refund decision was made by the RMIT Training Executive Director, Academic, as per section 1.5 of this procedure, the appeal will be submitted to the RMIT Training Executive Director, Commercial and Operations.
- 5.3. Further information requested for consideration of the appeal must be provided within 15 working days of the date the request was sent to the student. If the required information is not submitted within this timeframe, the appeal will be assessed on the available information.

- 5.4. Appeals are only considered if the student can provide:
- a) evidence that the institution has made an error in process that has been a significant factor in the decision, or
 - b) evidence that significant circumstances have not been taken into account, or
 - c) new, relevant evidence that was not available at the time of the decision, which would have been a significant factor in the decision.
- 5.5. The RMIT Training Executive Director, Academic or RMIT Training Executive Director, Commercial and Operations will commence assessment of the appeal within 10 working days of the submission of the appeal and will finalise the outcome as soon as practicable.
- 5.6. The student will be given a written statement of the outcome within 10 working days of the conclusion of the appeal, including reasons for the outcome and advice on the external review process.
- 5.7. Students who are dissatisfied with the outcome of an appeal against a refund assessment decision may apply for external review of the decision to:
- a) the Overseas Student Ombudsman for international students studying in Australia on a student visa; or
 - b) the Victorian Ombudsman.

Resources

- REW Refund and Transfer of Fees Instruction
- REW Application for a refund form
- Approved Schedule of Fees and Charges

Document history

Version	Approval date	Effective date	Summary of changes	Approval authority
				CEO RMIT Training

See also

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ESOS (Education Services for Overseas Students) Act 2000 and Regulations 2001
- Payment Card Industry Data Security Standard (PCI DSS) compliance as required by the governing banking body