

RMIT ENGLISH WORLDWIDE REFUND AND TRANSFER OF FEES GUIDELINES

Note: These guidelines apply to students who were offered a program at REW after on or 12/09/2014. Students should refer to the Terms and Conditions in their offer letter to establish the refund policy applicable to them.

- a. This section contains the guidelines for commencing students enrolling at REW under the refund and transfer of fees for REW students policy. A copy of the current policy is located at <http://www.rmitenglishworldwide.com/policiesandprocedures.html>.
- b. By accepting the REW offer, you are deemed to have understood and agreed to the policy and the guidelines as amended from time to time.
- c. REW will only consider any request for refund or transfer of fees if you make a proper application with adequate written evidence as required by REW and either:
 - i. email the application to REWStudent.Services@rmit.edu.au; or
 - ii. deliver the application to the REW Student Services Reception.

The application form is available at the REW Student Services Reception.

- d. The funds prepaid for the fees must be cleared at the time that an application is received, and all amounts owing to the RMIT Group must be paid before any refund or transfer of fees can be made.
- e. The refunds will be made in Australian dollars, and as determined by REW, made:
 - i. to you or the original funding sources; and
 - ii. electronically or by cheque,unless otherwise approved by Director REW Melbourne.
- f. REW will make a refund under the following circumstances:
 - i. Your visa application is refused before the enrolment date of the program.

You will receive a refund for any prepaid amount, within 28 days of your application. You must submit with your refund application a copy of the visa refusal letter.
 - ii. your visa application is refused on or after the enrolment date of the program

You must submit with your refund application a copy of the visa refusal letter, and you will receive the following amount of refund within 28 days of your application:

If you are in Australia, you will receive any prepaid amount, less the used amount and less the enrolment fee; or

If you are outside Australia, you will receive any prepaid amount.
 - iii. REW is unable to proceed or continue with the program

You will receive a refund for any prepaid amount, less the used amount within 14 days of your application.
 - iv. compassionate or exceptional reasons

You will receive a refund for any prepaid amount and within the timeframe as determined by Director REW Melbourne, if Director REW Melbourne agrees, based on the evidence you submitted, that you are unable to commence or continue with the program because of a compassionate or exceptional reason, such as a medical condition, or family emergency, illness or death.

- v. for any other reason, only if your application is received before the enrolment date of the program.

If your application is received no later than 28 days before the enrolment date of the program, you will receive a refund within 28 days of your application for any prepaid amount less any enrolment fee and less an administration fee of \$200.

If your application is received within 28 days before the enrolment date of the program, you will receive a refund within 28 days of your application for any prepaid amount less any enrolment fee and less an administration fee of 30% of the tuition amount for the program.
- g REW will transfer your fee under the following circumstances:
 - i. REW is unable to commence or continue with the program:
REW will transfer any prepaid amount, less the used amount of the fee to an English language program at another centre within 14 days of your application.
 - ii. If you have been made an unconditional offer to a formal award program and REW receives your fee transfer application no later than 28 days before the commencement of the next module of the program:
REW will transfer any prepaid amount by you, less any enrolment fee and less an administration fee of 20% of any unused amount of the fee to the formal award program within 28 days of your application.
- h. To clarify, it is not a reason for refund or transfer of fees if your visa is cancelled or if you are excluded from the program in accordance with our policies or agreement because of reasons such as unacceptable behaviour.
- i. Overseas Students Health Cover (OSHC) Refund: If the refund contains any prepaid OSHC amount to REW:

If you are in Australia, and if the application is received:
 - i. before the enrolment date of the program, REW will refund your prepaid OSHC amount directly to you; or
 - ii. on or after the enrolment date of the program, you must apply directly to the relevant OSHC provider for a refund of your unused OSHC amount.
If you are outside Australia, REW will refund your prepaid OSHC amount directly to you.
- j. You may ask REW to review a decision made under the refund and transfer of fees for REW students policy and these guidelines at no cost by following the REW Complaints and Appeals procedure. REW will maintain your enrolment during the review process.
- k. Despite any provisions, nothing in the policy or these guidelines affects your rights under the Australian Consumer Law.