

International Students Withdrawal, Transfer and Refund Procedure

1. Purpose

This procedure describes the process and assigns responsibilities for the withdrawing, transferring or refunding international students.

2. Definitions

International Student: As defined in the Student Enrolment, Fees and charges Policy and Education Services for Overseas Students Act 2000 (ESOS Act); student who holds a Student Visa.

Provider default: As defined under section 46A of the Education Services for Overseas Students Act 2000 (ESOS Act):

- Failure to commence a course on the agreed date at the agreed location, or course ceases to be provided to the student at the location at any time after it starts but before it is completed and the student has not withdrawn before the default day.

Student Default: As defined under section 47A of the Education Services for Overseas Students Act 2000 (ESOS Act):

- Course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); OR
- The student withdraws from the course at the location (either before or after the agreed starting day); OR
- Melbourne Polytechnic refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - i) The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - ii) The student breached a condition of his or her student visa;
 - iii) Misbehaviour by the student

TPS: Tuition Protection Service

3. Responsibility and Accountability

	Task	Responsibility	Notes
1.	Students requesting to withdraw, transfer, or claim a refund must complete and submit the International Students Withdrawal and Refund Application Form to the International Office.	Student	Submission to the International Office in person, by email or by mail. International Office staff to note date application submitted.
2.	In the event of a 'provider default' or 'student default' International to initiate the withdrawal and cancellation of the student's enrolment.	International Office staff	Refer to the International Students Withdrawal, Transfer and Refund Policy to determine if a provider or student default has occurred.
3.	Where a provider default has occurred, cancel the student's enrolment and	Manager International Office	This process (" <i>discharge of obligations</i> ") must not take more than 14 days to complete.

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	notify them of the cancellation in writing. Offer place in an alternative course (any cost difference at Melbourne Polytechnic expense), or offer refund of unspent tuition fees.		
4.	Where a provider default has occurred, notify the relevant ESOS agency (TEQSA/ASQA) and TPS Director	CRICOS Principle Executive Officer (PEO)	<p>Notify TPS Director and relevant ESOS agency of the default :</p> <p>within 3 business days of the default occurring advising:</p> <p>a) the circumstances of the default;</p> <p>b) the details of the students in relation to whom the provider has defaulted;</p> <p>c) advice as to how Melbourne Polytechnic intends to discharge its obligations to those students (provide refund of unspent tuition fees or have students accept place in alternative course)</p> <p>within 21 days of the default occurring if Melbourne Polytechnic:</p> <p>(a) arranged alternative courses:</p> <p>(i) details of the students the provider arranged alternative courses for; and</p> <p>(ii) details of the courses arranged; and</p> <p>(iii) evidence of each student's acceptance of an offer of a place in an alternative course;</p> <p>(b) if Melbourne Polytechnic provided refunds:</p> <p>(i) details of the students refunded; and</p> <p>(ii) details of the amounts of the refunds provided.</p>
5.	Where a student default has occurred, cancel the student's enrolment and notify them in writing:	Office Manager International / Compliance Officer	<p>Where a student under 18 years of age defaults by terminating studies or does not commence studies, report default to TPS within 14 days</p> <p>In all other cases, student default to be reported within 35 days of the default occurring.</p>
6.	Where a student is requesting to transfer to another registered	Compliance Officer	To be processed within a reasonable timeframe, 10 business days.

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	<p>provider:</p> <ul style="list-style-type: none"> • assess their request and notify them of the outcome in writing • if request is granted, cancel the student's enrolment 		
7.	<p>Where a student is requesting to transfer to another Melbourne Polytechnic course:</p> <ul style="list-style-type: none"> • Submit International Student Application Form. • Assess the application against the requested course's selection criteria. • If request is granted, provide an offer and acceptance agreement letter. • Accept offer and acceptance agreement, and submit any outstanding fees payable. • Issue new enrolments, cancelling the original enrolments, update STRATA. 	<p>Student International Recruitment and Admissions Officer</p>	<p>Application to include any relevant supporting documentation Refer to International Student Admissions Procedure</p>
8.	<p>Where a student is requesting a refund:</p> <ul style="list-style-type: none"> • Assess eligibility for refund against the refund policy, and if eligible: • Where original payment made via a credit card, International to issue refund. • Where original payment made via bank transfer or draft, International to arrange issue of refund by the Finance department. 	<p>Office Manager, Manager International Office OR Recruitment and Finance Officer</p>	<p>Refer to the International Students Withdrawal, Transfer and Refund Policy.</p>

4. Supporting Documents and Templates

[International Students Withdrawal and Refund Application Form](#)

[International Students Withdrawal, Transfer and Refund Policy](#)

[International Student Admission Procedure](#)

[International Student Application Form](#)

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5. Procedure Control

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