

# RMIT English Worldwide (REW) Refund and Transfer of Fees Instruction

Supports the REW Refund and Transfer of Fees Procedure by setting out instructions for refunding student fees.

## What is it?

This instruction provides the details for application and processing of REW student refunds.

## Who is this for?

Students seeking to apply for a refund of their REW fees and staff processing the refund request.

This instruction applies to students who were offered a program at REW on or after November 23rd 2020.

## Definitions

Used amount - prepaid tuition fees for modules that have commenced at the time of refund application.

Module - each ten-week English level consists of two modules, of five weeks' duration each: Module A and Module B.

Unused amount - prepaid tuition fees for modules that have not commenced at the time of refund applications, less any enrolment fee.

## Instruction

1. This section contains the instruction for commencing students enrolling at REW under the REW Refund and Transfer of Fees Procedure.
2. By accepting your REW offer, you are deemed to have understood and agreed to the REW Refund Procedure and the associated instruction.
3. REW will only consider any request for refund or transfer of fees when:
  - 3.1. the funds prepaid for the fees have been cleared
  - 3.2. the application for refund has been submitted within 12 months of payment
  - 3.3. you make a proper application with adequate written evidence as required by REW and either:
    - a) complete the online refund application form; or
    - b) complete a paper version of the refund application form and email it to [rew.refund@rmit.edu.au](mailto:rew.refund@rmit.edu.au) or deliver it to RMIT Training Student Services reception in building 108.

The paper version of the refund application form is available at RMIT Training Student Services reception or on the REW website.

4. The refunds will be made in Australian dollars, and as determined by REW, made:
  - 4.1. to you or the original funding sources; and
  - 4.2. electronically,unless otherwise approved by the RMIT Training Executive Director, Academic.
5. Unless otherwise stated, approved refunds will be received by the applicant within 28 days of the correctly completed refund application being submitted.
6. REW will allow 15 working days for additional documentation or information to be provided to support your application for refund if required and requested. If the required information is not submitted within this timeframe, your refund application may be closed and you may need to submit a new application if you wish to proceed with the request for a refund.
7. REW will make a refund under the following circumstances:
  - 7.1. Your visa application is refused.

A copy of the visa refusal letter must be submitted with your refund application.

    - a) If your visa is refused, and you have not commenced the program, you will receive a refund of any prepaid amount.
    - b) If your visa is refused, and you have commenced the program, you will receive a refund of any prepaid amount, less the enrolment fee and less the used amount of tuition.
  - 7.2. Release from previous provider not granted:

If RMIT is unable to issue you a CoE for REW because you have not been granted a release from your previous provider, you will receive a refund for any prepaid amount.
  - 7.3. REW is unable to commence or continue with the program:

You will receive a refund for any prepaid amount, less the used amount within 14 days of your correctly completed refund application.
  - 7.4. Compassionate or exceptional circumstances:

If the RMIT Training Executive Director, Academic 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), you will receive a refund amount of some or all unused tuition fees and within the timeframe determined by the RMIT Training Executive Director, Academic.
  - 7.5. Unconditional offer for an RMIT formal award program
    - a) For commenced students, REW will transfer any applicable funds to the RMIT formal award program as follows:
      - i. If you requested extra weeks of English in your initial application, beyond what was indicated by the evidence of English you supplied with your application, any unused tuition fees will be forfeited.
      - ii. If you have been issued an unconditional offer for an RMIT formal award program and you were fast-tracked by REW at the commencement of, or during the course of your studies, and your fee transfer application is received before the commencement of the next REW module:

REW will transfer to the formal award program account any unused amount of pre-paid tuition less any enrolment fee.

- iii. If you have been issued an unconditional offer for an RMIT formal award program for any other reason, and your fee-transfer application is received before the commencement of the next REW module:

REW will transfer to the formal award program account any unused amount of pre-paid tuition less any enrolment fee and less an administration fee of 20% of any unused amount of the tuition fee.

- b) For non-commenced students, REW will transfer any applicable funds to the RMIT formal award program as follows:

- i. If the unconditional offer for an RMIT formal award program was issued prior to the enrolment date of the intended REW program:

REW will transfer to the formal award program account any pre-paid tuition less any enrolment fee and less an administration fee of \$200.

- ii. If the unconditional offer for an RMIT formal award program was issued after the enrolment date of the intended REW program:

REW will transfer to the formal award program account any pre-paid tuition less any enrolment fee and less an administration fee of 30% of the tuition amount of the intended REW program.

- 7.6. Any other reason, only if your refund application is received before the enrolment date of the program:

- a) If your refund application is received 28 days or more before the enrolment date of the program:

You will receive a refund of any prepaid amount less any enrolment fee and less an administration fee of \$200.

- b) If your refund application is received less than 28 days before the enrolment date of the program:

You will receive a refund of any prepaid amount less any enrolment fee and less an administration fee of 30% of the prepaid tuition amount for the program.

## 8. Overseas Student Health Cover (OSHC):

- 8.1. If you have made payment of any OSHC fees to REW, any unused amount will be refunded to you at your request.

- 8.2. If you arranged your OSHC directly with a provider, you will be responsible for arranging a refund with the provider.

- 9. 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, procedures or your written agreement because of reasons such as unacceptable behaviour.

- 10. You may ask REW to review a decision made under this instruction at no cost as described in the REW Refund and Transfer of Fees Procedure.

- 11. Despite any provisions, nothing in the REW Refund Procedure or this instruction affects your right under the Australian Consumer Law.

## More Information

### Refund Summary Guide

<b>Summary</b>	<b>Conditions</b>	<b>Refund/Transfer (less applied charges)</b>	<b>Applied charges</b>
Visa refusal	Not commenced	Any prepaid amount	n/a
	Commenced	Unused amount	Enrolment fee
RMIT cannot issue CoE for REW due to lack of release from previous provider		Any prepaid amount	n/a
REW is unable to commence or continue with the program	Not commenced	Any prepaid amount	
	Commenced	Unused amount	Enrolment fee
Compassionate or exceptional circumstances		Subject to the Executive Director, Academic's discretion	
Unconditional offer for RMIT formal award program	Not commenced and offer issued prior to enrolment date	Prepaid amount	Enrolment fee \$200 admin fee
	Not commenced and offer issued after enrolment date	Prepaid amount	Enrolment fee 30% of full tuition amount for the intended program
	Commenced and not fast-tracked	Unused amount	Enrolment fee 20% of unused amount
	Commenced and fast-tracked	Unused amount	Enrolment fee
Any other reason (before enrolment date)	28 days or more before enrolment date	Prepaid amount	Enrolment fee \$200 admin fee
	Less than 28 days before enrolment date	Prepaid amount	Enrolment fee 30% of prepaid tuition amount
	No refund after enrolment date		

## Document history

Version	Last updated	Authority	Author	Register reference
1.1	12/11/20 - added option to apply for refund online	REW Refund and Transfer of Fees Procedure	Executive Director, Commercial and Operations	TPOL/2020/00006
1.2	27/08/2021 - added clause for no release from previous provider	REW Refund and Transfer of Fees Procedure	Executive Director, Commercial and Operations	TPOL/2020/00006