



REFUND REQUEST

RETURN COMPLETED FORM TO: By Email: accounts@koi.edu.au

Refunds will be made using the original payment method where possible. Where payment was made by debit or credit card within the previous 12 months, refunds may be returned to the same card. Where this is not possible, an alternative payment method will be used.

Family Name: _____ Given Names: _____
 KOI Student ID: _____ Agent Name: _____
 Student Contact No.: _____ Student Email _____
 Address: _____

Reason for Refund: (original supporting evidence documents must be attached e.g., visa refusal)

Is this a Compassionate or Compelling Circumstances Refund Request? (See Refund Policy for details)

Yes No (If Yes please attach full written details and supporting documentation)

Amount Requested* : AUD \$ _____ (*Refer to Appendix 1 for a refund Schedule)

I understand that eligible refunds will be processed in accordance with the applicable KOI Refund Policy and, for international students, the ESOS Act requirements.

Applicant's Signature: _____ Date: _____

If this refund payment is to be made to a party other than the student, the student MUST complete this authorisation section

I, (STUDENT'S FULL NAME),

authorise payment of my refund to
 (FULL NAME OF INDIVIDUAL or ORGANIZATION)

STUDENT'S SIGNATURE:Date: _____

Australian Bank Account:

BSB No: Account No.

Account Name: Bank Name:

Overseas Bank Account:

Full Account Name:

Full Account No.: Bank Name:

Beneficiary

Address:

Preferred currency..... SWIFT Code:



KOI OFFICE USE ONLY

Form Received Date:

Net Tuition Fees Received: \$ _____

Net OSHC Received: \$ _____

Net Enrolment Fees Received: \$ _____ \$ _____

Less Administration Fees (non-refundable*): \$ _____

Total Refundable: \$ _____

Refund

Processed by: _____ / _____ / _____ / _____
 (Name) (Position) (Signature) (Date)

Payment

Checked by: _____ / _____ / _____ / _____
 (Name) (Position) (Signature) (Date)

COMMENTS:



REFUND SCHEDULE – INTERNATIONAL (OVERSEAS) STUDENTS ONLY

	Circumstances under which refunds WILL be paid	Refund Payable	Supporting Documentation required	Due date for refund
1	KOI is unable to deliver a course in full. Note: As an alternative, KOI may offer a place in an alternative course, either at KOI or another CRICOS registered provider, at no extra cost to the student	Full refund of all money paid to date (including the administrative fees in this instance) OR Nil refund if alternative course is accepted	Student to indicate preferred option in writing	If refund is chosen, it is paid within 14 days of the course not being provided
2	KOI withdraws the offer of enrolment because the student is unable to meet conditions associated with the enrolment e.g., fails a preliminary program or fails to reach a stated level of English which is stated as a condition of offer in the eCoE, letter of offer, or any other correspondence provided to the student.	Full refund of unused tuition fees paid to date Refund amount = Weekly Tuition Fee x Weeks in Default Period	Written evidence of the failure to reach the required standard or condition may be required.	Within 28 days of the withdrawal of offer
3	The student's initial student visa application is rejected and the student (a) does not start the course at the agreed location on the agreed starting day; or (b) the student withdraws from the Course at the agreed location before the agreed starting day	Refund amount is calculated in accordance with the legislative instrument made under section 47E(4) of the ESOS Act ("legislative instrument"). By way of guidance, in this instance the refund amount is the Course Fees minus the lesser of: (a) 5% of the Course Fees received by the Institute before the Default Day; or (b) \$500	Refund Request Form Visa refusal letter	Within the timeframe required under the ESOS Act, generally within 4 weeks of the default date.



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4	The student has been refused a Student Visa and the Student withdraws from the Course at the agreed location after the agreed starting day.	Refund amount is calculated in accordance with the legislative instrument. By way of guidance, the refund amount is: <i>Weekly Tuition Fee x Weeks in Default Period</i>	Refund Request Form Visa refusal letter or other written evidence of the delay as acceptable by KOI	Within the timeframe required under the ESOS Act, generally within 4 weeks of the default date.
5	The student's visa application is delayed by circumstances beyond the student's control and is not ready in time for the student to begin the program for which they applied (Note: a visa delay caused by the student's own action or inaction is not considered a circumstance beyond the student's control).	Full refund of all money paid to date (including the administrative fees in this instance) * Enrolment fee and Revised eCoE charge are non-refundable	Refund Request Form Documentation or other written evidence of the delay as acceptable by KOI	Within the timeframe required under the ESOS Act, generally within 4 weeks of the default date.
6	KOI withdraws an offer of enrolment based on incorrect or incomplete information provided by the applicant.	Full refund of unused tuition fees paid to date Refund amount = Weekly Tuition Fee x Weeks in Default Period	No documentation required	Within 28 days of the withdrawal of offer
7	Written notice of withdrawal <u>from the enrolled course/s</u> (the student's decision for any reason) is received by KOI more than 4 (four) weeks before the agreed start of the Course e.g., a student chooses to withdraw the visa application (a student visa has not been refused).	If KOI has received tuition fees for one study period (trimester), or less than one trimester tuition fees, Refund of unused tuition fees paid to date less 30% of the FULL current trimester tuition fee retained to cover administrative costs If KOI has received Tuition Fees for two or more study periods (trimesters), Refund of unused tuition fees paid to date less 30% of the first trimester tuition fee and 20% of tuition fees received for each subsequent study period	Written notice of withdrawal Refund Request Form	Within 28 days of the written notice of withdrawal



8	<p>Written notice of withdrawal <u>from the enrolled course/s</u> (student's decision for any reason) is received by KOI 0 - 4 weeks before the agreed start of the Course e.g., student chooses to withdraw the visa application (a student visa has not been refused).</p>	<p>If KOI has received tuition fees for one study period (trimester), or less than one trimester tuition fees,</p> <p>Refund of unused tuition fees paid to date less 50% of the FULL current trimester tuition fee retained to cover administrative costs</p> <p>If KOI has received Tuition Fees for two or more study periods (trimesters),</p> <p>Refund of unused tuition fees paid to date less 50% of the first trimester tuition fee and 40% of tuition fees received for each subsequent study period</p>	<p>Written notice of withdrawal Refund Request Form</p>	<p>Within 28 days of the written notice of withdrawal</p>
9	<p>Tuition fee refunds, post course commencement</p>	<p>In the event that a student who has commenced their course at KOI subsequently withdraws from the course, any refund payable will be calculated in accordance with the ESOS Act and the applicable legislative instrument, based on the unspent tuition fees for the relevant default period.</p> <p>Tuition fees for subjects in which the student remains enrolled after the study period's subject enrolment period has closed will generally be treated as used and non-refundable, unless otherwise required under the ESOS Act or applicable legislation.</p>	<p>Written notice of withdrawal Refund Request Form</p>	<p>Within 28 days of the written notice of withdrawal</p>



	Circumstances under which refunds MAY be payable	Refund Payable	Supporting Documentation required	Due date for refund
1	Compassionate or Compelling Circumstances (see below) Written notice of withdrawal due to compassionate or compelling circumstances beyond the control of the student, accepted as unforeseeable by the student prior to enrolment.	Full, partial or no refund solely at the discretion of the CEO and President, and dependent on circumstances	Refund Request Form Documentation or other written evidence of the situation as acceptable by KOI	Within 28 days of the supporting evidence being supplied
2	The student's visa is cancelled, or an onshore visa extension application is refused by the Department of Home Affairs.	Full, partial or no refund solely at the discretion of the CEO and President, and dependent on circumstances	Refund Request Form Documentation or other written evidence of the situation as acceptable by KOI e.g. visa refusal letter	Within the timeframe required under the ESOS Act, generally within 4 weeks of the default date.

If KOI is unable to provide a refund, or place the student in an alternative course, then, under the Tuition Protection Service (TPS) Framework, the TPS Director will provide the student with options for suitable alternative courses (if any such courses are available). KOI will notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring. KOI will also notify, in writing, the students whom the default has affected. Please refer to <https://tps.gov.au/Home> for further details of the TPS.



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	Circumstances under which refunds will not be paid	Refund Payable
1	A student withdraws after the beginning of course or commencement of current trimester	No refund payable
2	A new student who has commenced the course with KOI and fails to enroll in the subsequent second trimester to complete at least 2 units paid for in credit.	No refund payable
3	A student fails to complete enrolment and commence by the start date of the current trimester without any withdrawal application or approved deferment of studies.	No refund payable
4	A student is not permitted to commence or continue because of failure to pay an amount owed to KOI in order to commence the current trimester or undertake the course.	No refund payable
5	KOI cancels a student's enrolment because the student fails to maintain satisfactory course progress	No refund payable
6	KOI cancels a student's enrolment because the student fails to maintain satisfactory attendance	No refund payable
7	KOI cancels a student's enrolment because the student is found guilty of academic or behavioural misconduct as specified in the <i>KOI Student Academic Integrity Policy</i> or the <i>Student Non-Academic Misconduct Policy</i>	No refund payable
8	KOI cancels a student's enrolment because the student supplies fraudulent, forged or deliberately misleading documentation	No refund payable



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9	KOI cancels a student's enrolment because the student fails to pay course or other fees – KOI reserves the right to pursue the collection of unpaid fees and other charges incurred via any legal method available.	No refund payable
10	A student arrives after the last enrolment date for their course, is permitted to enrol, then withdraws.	No refund payable
11	A student breaches a visa condition due to which KOI refuses to provide, or continue to provide, a course.	No refund payable
12	Deposits paid to KOI for other courses packaged with the student's current offer letter from KOI (e.g., a deposit paid for a Bachelor course packaged with a Diploma course).	No refund payable
13	Variation to enrolment in Subject(s) between one week before the commencement of trimester and the Census Date inclusive	- No refund payable - Unspent tuition fees for the original subject(s) will be credited towards substitute or subsequent subject(s).
14	Variation to enrolment in Subject(s) after the Census Date	- No refund payable - No credit of tuition fees towards any substitute or subsequent subject(s).

* Should they continue their studies with KOI, they will be charged the current domestic fees for the remainder of their course.



REFUND SCHEDULE – DOMESTIC STUDENTS ONLY

Refund processing timeframe

KOI will notify students of the outcome of refund applications within 28 days. Approved refunds will be processed promptly thereafter.

	Circumstances under which refunds WILL be paid	Refund Payable	Supporting Documentation required
1	KOI is unable to deliver a course in full. Note: As an alternative, KOI may offer a place in an alternative course, either at KOI or another CRICOS registered provider, at no extra cost to the student	Full refund of all money paid to date OR Nil refund if alternative course is accepted	Student to indicate preferred option in writing
2	KOI withdraws the offer of enrolment.	Full refund of tuition fees that have been paid up front.	Written evidence of the failure to reach the required standard or condition may be required.
3	Written notice of withdrawal (the student's decision for any reason) is received by KOI on or before the Census Date .	Full refund of tuition fees that have been paid up front.	

	Refunds are NOT payable under the following circumstances	Refund Payable
1	The student withdraws after the Census Date and Compassionate and Compelling Circumstances do not apply	No refund payable
2	KOI cancels a student's enrolment because the student fails to maintain satisfactory course progress, and no compassionate or compelling circumstances apply	No refund payable
3	KOI cancels a student's enrolment because the student fails to maintain satisfactory attendance and no compassionate or compelling circumstances apply	No refund payable
4	KOI cancels a student's enrolment because the student is found guilty of academic or behavioural misconduct as specified in the <i>KOI Academic Misconduct Policy</i> or the <i>Student Misconduct (Non-Academic) Policy</i>	No refund payable
5	KOI cancels a student's enrolment because the student supplies fraudulent, forged or deliberately misleading documentation	No refund payable
6	KOI cancels a student's enrolment because the student fails to pay course or other fees - KOI reserves the right to pursue the collection of unpaid fees via any legal method available.	No refund payable