EVANTAA INSTITUTE

ENROLMENT & FEES

Refunds

Policy & Procedure

When refunds apply, how they are calculated, and how to make a request.

VERSION	EFFECTIVE	PROVIDER
4.0	June 2026	RTO 45866 · CRICOS 04025C

1. Purpose

- Evantaa Institute is committed to providing a fair, transparent and consistent approach to the refund of student fees. This policy outlines the circumstances under which refunds may be provided and ensures that all students are informed of their rights and obligations prior to enrolment.

This policy ensures compliance with the Standards for Registered Training Organisations 2025, the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the Education Services for Overseas Students (Calculation of Refund) Instrument 2024.

2. Scope

This policy applies to:

- All domestic and international students enrolled at Evantaa Institute
- Prospective students who have paid any advance fees
- Fees collected directly by Evantaa Institute or through authorised education agents
- Both onshore and offshore students
- This policy forms part of the Student Written Agreement.

3. Definitions

To ensure clarity, the following definitions apply:

- Tuition Fees: Fees directly related to the delivery of training and assessment services.
- Non-Tuition Fees: Fees not directly related to training delivery, including administration fees, materials, late payment fees, and other service charges.
- Pre-paid Tuition Fees: Fees paid in advance before course or study period commencement.
- Provider Default: Where Evantaa Institute is unable to deliver the course or ceases to provide the course.
- Student Default: Where the student withdraws, fails to commence, breaches visa conditions, or has their visa refused.
- CoE Start Date: The course commencement date stated on the Confirmation of Enrolment.
- TPS (Tuition Protection Service): The Australian Government scheme that protects international students' prepaid tuition fees in the event of provider default.

- Compassionate and Compelling Circumstances: Circumstances beyond the student's control, as defined under the National Code 2018.

4. Policy

Refund Principles Refunds are processed fairly, consistently, and in accordance with legislative requirements.

All fees, charges, and refund conditions are provided to students prior to enrolment through the Student Agreement, Student Handbook, and Evantaa Institute website.

Refunds will only be made to the person or organisation who originally paid the fees, unless written authorisation is provided.

Where there is no compliant written agreement in place, refunds will be calculated in accordance with ESOS legislative requirements.

Refunds will be processed within required legislative timeframes (generally within 28 days).

Non-tuition fees are generally non-refundable, except where required by law.

Where required under the ESOS Act, refunds will be calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024. For guidance on refund calculations, students may refer to the ESOS refund information here:

- https://migrationalliance.com.au/images/easyblog_images/5725/Education- Services-for-Overseas-Students-Cacluation-of-Refund-Instrument-2024.pdf
- Full Refund of Tuition Fees (Pre-Commencement) A full refund of tuition fees will be provided where:
- Evantaa Institute is unable to deliver the course on the agreed start date
- The course is cancelled before commencement
- A student withdraws more than eight (8) weeks before the CoE start date
- A student is unable to commence due to approved compassionate and compelling circumstances
- A student visa is refused before commencement
- Note: Refunds for visa refusal will be calculated in accordance with ESOS requirements.

Partial Refund of Tuition Fees (Pre-Commencement) Where a student withdraws prior to course commencement:

- More than 4 weeks before CoE start date → 80% refund of tuition fees
- Less than 4 weeks before CoE start date → 50% refund of tuition fees

- Less than 2 weeks before CoE start date → 25% refund of tuition fees
- Refunds After Commencement (ESOS Requirement) Where a student withdraws after the course has commenced:

Refunds will be calculated in accordance with the ESOS Act using the following method:

- Refund = Weekly Tuition Fee × Weeks NOT delivered
- Weekly Tuition Fee = Total tuition fees ÷ Total course weeks
- Weeks not delivered = Remaining weeks in the course
- Visa Refusal After Commencement Where a student visa is refused after the course has commenced:
- Refunds will be calculated in accordance with the ESOS Act using the pro-rata method based on weeks not delivered
- Provider Default Where Evantaa Institute is unable to deliver the course:

Students will be offered:

- An alternative course, or
- A refund of unexpended tuition fees Refunds will be calculated based on:
- Refund = Weekly Tuition Fee × Weeks NOT delivered
- Refunds will be paid within 31 days
- Evantaa Institute will meet all obligations under the ESOS Act, including notification to the Department of Education and affected students
- Student Default Where a student defaults (withdrawal, failure to commence, visa breach):
- Refunds will be calculated in accordance with ESOS requirements where applicable
- “No refund” conditions apply only where permitted under ESOS legislation
- Special Circumstances
- Refunds may be approved in cases of compassionate and compelling circumstances
- All applications will be assessed on a case-by-case basis with supporting evidence
- Decisions will be made by the CEO or delegated officer
- Refund Conditions
- Refund requests must be submitted in writing using the Refund Request Form
- Supporting documentation must be provided
- Refunds will be processed in Australian Dollars (AUD)
- Refunds will be paid using the original payment method where possible
- Evantaa Institute may deduct any outstanding fees from the refund amount

- Appeals
- Students have the right to appeal a refund decision
- Appeals must be submitted within 20 working days
- Appeals will be managed in accordance with Evantaa Institute's Complaints and Appeals Policy

5. Procedures

Submitting a Refund Request Students must submit a Refund Request Form in writing

- All supporting documentation must be provided (e.g. visa refusal, medical certificate) Applications must be submitted within the required timeframe Assessment of Refund Request Applications are reviewed by the Administration Team
- Eligibility is assessed in accordance with this policy and ESOS requirements Additional information may be requested where required Approval and Notification Refund decisions are approved by the CEO or delegated officer
- Students are notified of the outcome in writing within 10 working days
- Where a refund is refused, reasons and appeal rights are provided

Processing Refunds Approved refunds are processed within the required legislative timeframes Payments are made to the original payer unless otherwise authorised

- All transactions are recorded in the student management and financial systems Record Keeping and Reporting All refund applications, decisions, and supporting documents are maintained in student files Relevant changes to enrolment status are reported via PRISMS where required Records are retained in accordance with regulatory requirements

6. Responsibilities

- The CEO or delegated officer is responsible for approving refund decisions and ensuring compliance with this policy.
- The Administration Team is responsible for processing refund applications, maintaining records, and communicating outcomes to students.
- The Accounts Team is responsible for processing payments and maintaining financial records.

7. Variations

Evantaa Institute reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

Document Control

Document Title	Refunds Policy and Procedure
Version	4.0 (Rebranded and reissued under Evantaa Institute)
Former Version	3.0
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