



## **REFUND POLICY**

All applications for a refund of tuition fees and other fees must be made in writing to the Principal at Ingress Training Academy. Refunds are made in Australian dollars and will be paid within four (4) weeks of receiving a written notification from the student in writing. Refunds will be made to an overseas bank account where the student decides to cancel the course and return to their home country.

Applications for refund should include all relevant information to enable payment, such as bank name, bank account details, SWIFT Code for overseas payment, and address of bank and name of account holder. Enrolment fees and holding fee charges are non-refundable.

The Enrolment Fee and holding fee is non-refundable under any circumstances. Refund of tuition fees is not transferable to another student's account or company or another provider. Fees paid for less than 6 months are considered as a "Holding Fee". No refund on all.

### **Fees paid to education agents are non refundable.**

If you fail to commence with or without notifying the RTO, no refund will be available except in special circumstances

However, tuition fees are refundable, subject to refund circumstances given below

*"Special circumstances" under which a refund will be considered and which are beyond the students control:*

- *In the case of serious illness – verified by a medical certificate*
- *Family or personal tragedy*
- *Acts of God*
- *Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.*
- *Where a student's Visa has not been granted*

**If a student withdraws from a course of study after commencing, for any reason outside those specified under "Special Circumstances" no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.**

Refunds are made in Australian dollars and will be paid within four (4) weeks of receiving a written notification from the student in writing



Refunds will be made to an overseas bank account where the student decides to cancel the course and return to their home country. Applications for refund should include all relevant information to enable payment, such as bank name, bank account details, SWIFT Code for overseas payment, and address of bank and name of account holder.

**Enrolment fees and holding fee charges are non-refundable. However, tuition fees are refundable, subject to refund circumstances given below.**

1. If the student's visa application is rejected on or before the course commencement date and the official rejection advice is provided to Ingress Training Academy. Full refund less enrolment fee If the student decides to withdraw the visa application before an outcome from DIBP (at Student Default).
2. Refund 80% of tuition fee less enrolment fee If a written notice of cancellation of enrolment is received at least 6 weeks prior to the course commencement date.
3. Refund 80% of tuition fee less enrolment fee If a written notice of cancellation of enrolment is received at least 4 weeks prior to the course commencement date.
4. Refund 70% of tuition fee less enrolment fee If a written notice of cancellation of enrolment is received at least 2 weeks prior to the course commencement date.
5. Refund 50% of tuition fee less enrolment fee. If a written notice of cancellation of enrolment is received after course commencement date. No refund of the tuition fees and enrolment Fee.
6. Refund 100% tuition fees paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days).

The RTO will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with the RTO, the Student, unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

### **Alternative Course Offer**

Ingress Training Academy may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Ingress Training Academy will not be liable to refund the money owed for the original enrolment.



This policy on the refund of tuition fees constitutes a written agreement between Ingress Training Academy and the international student for the purposes of ESOS Act 2000, ESOS Regulations 2001 and the National Code 2018. This agreement is formed when a student delivers his or her acceptance form and program deposit.

**Note:** This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. Ingress Training Academy dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

The purpose of this policy is to ensure that all *"written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money"*. Ingress Training Academy requires all students to be treated fairly and with integrity when applying for refunds and this procedure is intended to ensure that this occurs.

**Please Note:**

Refunds will be made in Australian dollars by electronic bank transfer or overseas bank draft.

---

**Refund Policy – Provider Default and Fee Protection**

---

In the unlikely event that Ingress Training Academy is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Ingress Training Academy at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Ingress Training Academy is unable to provide a refund or place you in an alternative course, you may access the Government Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440; or via email [administrator@tps.gov.au](mailto:administrator@tps.gov.au). They will work with you to place you in a suitable alternative course at no extra cost to you.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:



Ingress Training Academy Pty Ltd

RTO Code: 41506 CRICOS Code: 03699B

Student Refund Policy

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

For more information, visit <https://www.tps.gov.au> or the FAQ's section:  
<https://tps.gov.au/StaticContent/Get/Faqs>