



Policy Version Details				
Current Version	Last Updated	Next Review Date	Author	Approved By
V3.2	15/02/2023	15/02/2025	Compliance Manager	CEO

Refund Policy (FFS)

Refunds will be paid direct to the learner. To claim a refund, the learner must complete a refund application form available from ICV administration or website. For Government funded learners the refund only applies to the portion of fee paid by the learner and not Government funding received.

Applying for a refund

All applications for a refund must be made using ICV's Refund Application Form. This is available the Administration Officer or ICV's website

Refund of fees other than tuition fees

- Application Fees are non-refundable under any circumstances.
- Materials fees are refundable.

Refunds of tuition Fees

The refund amount in the table below is based on any tuition fees collected from a learner as opposed to any Government funding received by ICV. Any commission paid to an agent in relation to the student's recruitment shall be deducted from the refund.

Situation	Refund
Where ICV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.	Full
If enrolment is cancelled 8 weeks prior to the agreed commencement date	80%
If enrolment is cancelled 4 weeks prior to the agreed commencement date	50%
If enrolment is cancelled less than 4 weeks prior to the agreed commencement date	NIL
After the commencement date.	Any fee paid for the subsequent term will be fully refunded
If a student provides, fraudulent or misleading information or documents for enrolment, ICV will not provide any refund from the tuition fee	NIL
Where ICV initiates an enrolment cancellation for failure to comply with the enrolment agreement, ICV Student Code of Conduct, misconduct or to meet satisfactory course progress requirements	NIL
RPL Application Fees	NIL
Recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student	NIL
A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment	NIL



NB. Commencement date refers to the first day of the course

If enrolment is cancelled between 14 to 28 days prior to the agreed starting day, 30% of the Tuition Fee shall be retained by ICV. Any fee paid for the subsequent term will be fully refunded.

Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

- a) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion Course Variation Form.
- b) Should there be a need for International College of Victoria to cancel a course, instead of providing a refund, ICV may offer an alternative course for the student to attend
- c) International College of Victoria does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- d) If International College of Victoria cancels a course, students do not need to apply for a refund, ICV will process the refunds automatically.
- e) The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- f) All date calculations are based on the date the form is received by ICV, not the date the student has completed the form

Recording and payment of refunds

- a) ICV will only provide refund to the student unless a written request has been provided to pay the refund to a third person
- b) Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Consumer protection laws

The agreement of the student to the conditions stated in the offer acceptance agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Other legal remedies

These Terms and Conditions do not circumscribe the Student's right to pursue any other legal remedies.