



International Student Program

Refund Policy

Policy Status	CURRENT
Policy Classification	Board Endorsed
Policy Established	2015
Policy Last Reviewed	2018
Policy Responsibility	Head of Strategy and Compliance /Head of Business and Finance/ International Student Office

- 1) This refund policy applies to all tuition and non-tuition fees paid to St Augustine's College, including any fees paid to an Education Agent and then forwarded to the College.
- 2) All notifications of withdrawal from a course must be sent in writing addressed to the College Principal, and submitted to the Executive Officer of the International Student Program.
- 3) All applications for refunds must be made in writing, using the *Request for Refund* form, and submitted to the Executive Officer of the International Student Program.
- 4) If the student wishes to withdraw from the College, the student must give the College at least one term's notice prior to the departure date. All refund requests must be received within 6 weeks of the student departing the College.
- 5) The College will process the refund within 28 business days of receiving the request.
- 6) All school fees must be paid in Australian Dollars. Refunds will be paid in Australian Dollars to the nominated person.
- 7) The Enrolment Fee is non-refundable.
- 8) If a student changes their visa status they must continue to pay full fees for the remainder of that course.
- 9) In the event of a Student Default;
 - i. If a student defaults due to a visa refusal, tuition and non-tuition fees will be refunded, less 5% of fees received or \$500 (whichever is the lesser amount).
 - ii. If, after confirming your place at St Augustine's College, but prior to commencing study, you are unable to start your course on the agreed date, you can apply for a refund.
 - iii. If a student defaults after commencing study, refunds will apply to tuition fees only. The refund will be calculated based on the number of weeks studied. All other fees will be non-refundable.
- 10) No refund of tuition or non-tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. Failure to maintain satisfactory course progress (visa condition 8202)
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Failure to pay tuition or non-tuition fees

Updated 23/04/2018

(CRICOS Requirement 3.5 - Recruitment of An Overseas Student &
3.6 - Formalisation of Enrolment and Written Agreements)



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- v. Any behaviour, as outlined in the Student Management Policy, that is identified as worthy of enrolment cancellation.
- 11) In the event of a Provider default;
 - i. In the unlikely event of a provider default, the student will be offered a refund within 14 days of the default occurring. If the provider fails to provide the refund, TPS (Tuition Protection Service) will actively engage with the enrolled student. For more information on how TPS works for international students, please visit <https://tps.gov.au/Home/NotLoggedIn>
 - ii. If the student has not yet commenced the course, a full refund can be given.
 - iii. If the student has already commenced the course, the refund will be calculated based on the number of weeks studied.
 - 12) Parents or legal guardian can claim and receive the refund on student's behalf when necessary legal documents are provided.
 - 13) This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

Definitions

Tuition and Non-tuition fees – money received by the College, directly or indirectly, from an overseas student or intending overseas student, for a course the College is providing or intending to provide to the student. This can include tuition fees and any other non-tuition fees received by the College in order to undertake the course.

Student Default – Under the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- 1) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- 2) the student withdraws from the course at the location (either before or after the agreed starting day); or
- 3) the student was refused a student visa; or
- 4) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - i. the student failed to pay an amount payable to the provider for the course;
 - ii. the student breached a condition of his/her student visa;
 - iii. misbehaviour by the student

Provider Default - Under the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- 1) the provider fails to start providing the course to the student at the location on the agreed starting day; or
- 2) after the course starts but before it is completed, it ceases to be provided to the student at the location;

and the student has not withdrawn from the course before the default day.

Updated 23/04/2018

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