



INTERNATIONAL STUDENT PROGRAM REFUND POLICY

Status	CURRENT
Classification	Board Endorsed
Established	2015
Last Review	2019
Next Review	2021
Responsibility	Head of Strategy and Compliance /Head of Business and Finance/ International Student Office

RATIONALE

This policy is designed to achieve certainty of outcomes for Parents, Guardians and the College in relation to applications for the refund of fees.

Definitions

Application Fee

A one-off fee charged by the College to meet some of the costs of processing the application.

Acceptance Fee

A one-off fee charged by the College to meet the costs associated with enrolling new students.

Tuition Fees

An annual fee charged by the College to meet the costs of providing the courses and related services.

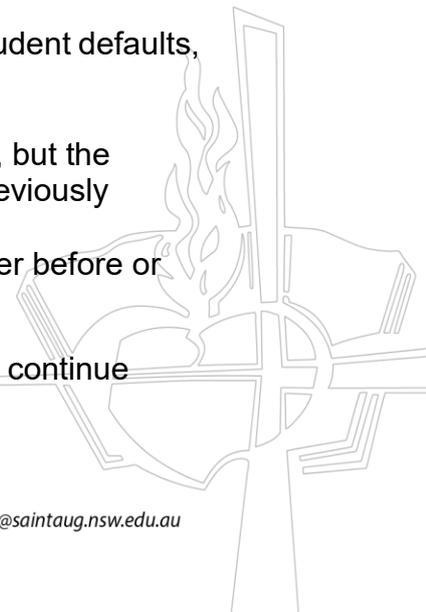
Non-Tuition Fee

An annual fee charged by the College to meet the costs of support services such as IT support, Study support, text books, excursions, Sport & Co-Curricular

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the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or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starts but before it is completed, it ceases to be provided to the student at the location and the student has not withdrawn from the course before the default day.

REFUND POLICY

- 1) The Application Fee is non-refundable
- 2) The Acceptance Fee is non-refundable
- 3) Non-tuition Fee is not refundable
- 4) Notice of withdrawal

Parent(s)/guardian(s) who have decided to withdraw their son from the College must give the College at least **one term's notice (13 weeks) in writing** prior to the departure date. If the 13 weeks' notice of withdrawal is not received by the College, an amount equivalent to 13 weeks fees (includes tuition and non-tuition fees) will be charged.

- 5) Tuition fee refund

Tuition fees paid may be refunded subject to the following terms and conditions:

- Any tuition fee refundable will be calculated on a **pro-rata basis** for the number of school-weeks the student will not be attending classes. The charge for not receiving one term's (13 weeks) notice will be deducted from the refund payable
- The applicant for refund of tuition fees must complete the *Request for Refund Form* and submit it to the Executive Officer of the International Student Program or to the Principal
- All refund applications must be received by the Executive Officer of the International Student Program or to the Principal within **six weeks of the student departing the College**. If the application for refund is not received by the College within six weeks of student's departure, such applications for refunds will be declined by the College
- The College will endeavour to process the refund application within 28 business days and advise the outcome
- Approved refunds will be paid in Australian Dollars into the nominated bank account
- If the student changes Visa status (e.g. becomes a temporary or permanent resident), tuition fee paid as an overseas student will not be refunded
- Where a student's enrolment is cancelled for any of the following reasons, the tuition fee paid will not be refunded:
 - a) Failure to maintain satisfactory course progress (Visa condition 8202)
 - b) Failure to maintain satisfactory attendance (Visa condition 8202)
 - c) Failure to maintain approved welfare and accommodation arrangements (Visa condition 8532)

- d) Failure to pay course fees for the following year before due date
- e) Any behaviour identified as contrary to the values and policies of the College

DEFAULT

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

Any refund of tuition fees paid in the cases of student defaults above will be solely at the discretion of the College.

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.

In the cases of Provider defaults as above, the College will refund the tuition fees paid.