



# International Students Refund of Fees Policy

All families are entitled to refunds as set out in the Terms and Conditions of Admission for International Students in the prospectus.

- This refund policy applies to all course monies paid to the School and includes any course monies paid to an education agent to be remitted to the School.
- Fees for services paid to education agents are not covered by this refund policy.
- The application fee of A\$125 is non-refundable.
- Payment of Course Fees and Refunds:
  - the initial payment of fees is for the first semester of the course
  - all fees must be paid in Australian dollars
  - if the student changes visa status (e.g. becomes a temporary or permanent resident) the change to the fees payable will be made to the next billing cycle after notification of the change
  - refunds will be reimbursed in Australian dollars and the payment sent to the student's home country unless otherwise requested in writing
  - refunds will be paid to the student or the person specified in the written agreement.
- All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal or Director of Admissions.
- Unsuccessful Enrolment/Visa Rejection The School will refund, within 28 days, all course monies paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- Student Default

- Prior to commencement:

The School will refund, within 14 days of the receipt of written notification of withdrawal by the parent(s) or legal guardian, course monies paid less the amounts to be retained as agreed and detailed (as set out in clause 2.4 of the Terms and Conditions of Admission) that when a visa is not granted, all course fees will be refunded and in all other cases, all course fees except for \$500 will be refunded.

If the student does not start the course on the agreed starting date and does not provide written notice of withdrawal or delay in starting, all monies paid will be refunded except for 20% of the annual tuition fee.

- After commencement:

As referred to in clause 6 of the Terms and Conditions of Admission one term's notice, in writing to the Principal, is required of the intended removal of a student from the School.

This must be given prior to the commencement of the term, to expire at the end of the term, otherwise 20% of the annual fees in lieu thereof is payable. The Principal may waive this requirement at her discretion.

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- failure to maintain satisfactory course progress (visa condition 8202)
  - failure to maintain satisfactory attendance (visa condition 8202)
  - failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
  - failure to pay course fees
  - any behaviour identified as resulting in enrolment cancellation. Refer to clause 4.1 and 4.2 in Terms and Conditions of Admission and in the School's Expectations of Student Behaviour (in Student Diary).
- School Default
    - If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation
    - If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid, including the portion of the course already taught will be made within 14 days of notification of course cancellation.
  - This 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.
  - The above refund policy may be varied by the School at its discretion.
  - Definitions
    - Course monies – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.

## Consumer Rights

This 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.

As full fee paying students studying in Victoria students are entitled to protection and support as outlined by Consumer Protection Legislation. Consumer advice can be obtained by either visiting the Consumer and Business Centre or by contacting the Consumer Affairs Helpline (1300 558 181) or website ([www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)).