Refund Policy – International Students

1. This policy outlines refunds applicable to course fees paid to the school by International students only.

2. The enrolment application fee is non-refundable.

3. Payment of Course Fees and Refunds
   a) Fees are payable according to the Schedule of Fees and invoices issued.
   b) An itemised list of school fees is provided in the school’s written agreement.
   c) All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
   d) Refunds will be paid to the person who enters into the written agreement.

4. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.

5. Student default because of visa refusal
   If a student’s visa application is refused by the Department of Immigration and Citizenship and the student cannot undertake the course, the school will refund within four weeks any unspent pre-paid fees where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.

6. Student default
   a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18),
   b) Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
   c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of one terms tuition fees will be refunded from prepaid tuition fees.
   d) No amount will be refunded if written notice is received more than six months after the commencement date of the student’s course.
e) No refund of 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 course fees.

   v. Any behaviour identified as resulting in enrolment cancellation.

7. Provider default

   a) If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the school will be made within 14 days of the agreed course starting day.

   b) If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the school will be made within 14 days of the school’s default day.

   c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/Information/Students/How.

8. 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.