

REFUND POLICY

This Policy and Procedure is in compliance with S 47B of ESOS Act 2000

Policy

All requests for refund must be made in writing addressed to the Director of International Programs. Any refund will be paid with 28 days upon receipt of written notice by the student's parent/guardian or within 14 days if the school terminates the student's enrolment.

A refund will be paid by electronic transfer into the nominated bank account less any bank charges.

Withdrawal Prior to Commencement		
<i>Reason for Refund</i>	<i>Notification period</i>	<i>Refund Due</i>
Student's application for a visa is unsuccessful	Before the course commences	Full refund of tuition fees less A\$400 for administrative expenses
Student withdraws or has enrolment agreements cancelled due to not meeting English language requirements after undertaking PSS	Nil	Full refund of prepaid unused tuition fees less A\$750 administrative expenses.
Student with a student visa withdraws	More than 10 weeks before the course commences	Full refund of tuition fees less A\$750 administrative expenses
	More than 4 weeks but up to 10 weeks before course commences	70% of a semester fees less A\$750 administrative expenses
	4 weeks or less before the course commences	40% of a semester fees less A\$750 administrative expenses
If the school withdraws the offer before course commences	Nil	Full refund of tuition fees
Withdrawal after Commencement		
At least one full scheduled Term's notice of withdrawal, for any reason, is required prior to the student's expected end-date.		
Student with a student visa withdraws	After course commences and during the first 4 weeks	30% of a semester fees less A\$750 administrative expenses
	After 4 weeks of course commencement	No refund
Students Enrolment cancelled due to a serious breach of school rules	Nil	No Refund
Students Enrolment cancelled due to a breach of International student visa condition(s)	Nil	No Refund

This policy and the availability of complaints and appeals processes does not remove the right of the student to take further action under Australia's consumer protection laws or general legal processes.

Authority: Director of International Programs
Reviewed: July 2016
Approved: Director of International Programs