

Management & Administration

International Refund Policy

Purpose

This refund policy outlines how the school will manage a request for a refund of international student's fees.

Requests for a Refund of International Student Fees

The school will consider all requests for a refund of international student fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

Non-Refundable Fees

The school is unable to refund some fees. The following fees relate to expenses that the school may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:

Administration Fee: Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

Insurance: Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.

Used Homestay Fees: Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.

Portion of Unused Tuition Fees: The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary depending on the time of year the request is received.

Outstanding Activity Fees: Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

Requests for a Refund for Failure to Obtain a Study Visa

If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less an Administration Fee of \$250.00.

Requests for a refund for voluntary withdrawal:

Withdrawal Prior To Enrolment

If an international student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

Withdrawal After Enrolment

If an international student withdraws after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee, boarding fee and any other relevant non-refundable fees as outlined in this policy.

Requests for a Refund for Failure to Provide a Course, Cessation as a Signatory or Cessation to be a Provider

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the student or their family to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the student or their family and the school.

Other Circumstances Where a Refund Request May be Considered

Where a student's enrolment is brought to an end by the school

In the event a student's enrolment is ended by the school for a breach of the Contract of Enrolment, the school will consider a request for a refund less:

- Any non-refundable fees set out in this policy
- Ten weeks tuition fee
- Any other reasonable costs that the school has incurred in ending the student's enrolment

Where a student circumstance changes due to a pandemic

In the event a student is unable to start their study due to a pandemic the school will provide a full fee refund less the administration fee. If an international student has started their study at the school and is required to stop their term of study to return back to their home country, a refund will be provided less the non-refundable fees and any other reasonable costs that the school has incurred.

Where a student voluntarily requests to transfer to another signatory

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

Refund of Other Fees

Requests for a refund of homestay fees

If for any reason, an international student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Outstanding activity fees or other fees

Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from the student's disbursement bond.

Rights of Families After a Decision Regarding a Refund Has Been Made

A decision by the school relating to a request for a refund of international student fees will be provided to the student or family in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Students and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.

Review and Reporting

Review

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of international education will report directly to the school Rector on the operation of the school's policy for the refund of international student fees.

Review Leader: Director of International Students and Exchanges

Ratified: 26 August 2020

Due for Review: 01 August 2023