



REFUNDS POLICY GUIDELINE

GENERAL TERMS

PURPOSE:

This refunds policy outlines factors that will be considered when a request for a refund of international students fees is made to the school. This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 and the Education Act 1989.

REQUESTS FOR A REFUND OF INTERNATIONAL STUDENT FEES

The school will consider requests for a refund of international student fees provided the request is made in writing to the school within twelve months after the final enrolment date of the student.

A request for a refund must set out the circumstances leading to the refund, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

REFUND OF TUITION FEES

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 \$500.

REQUESTS FOR A REFUND FOR VOLUNTARY WITHDRAWAL:

If an international student voluntarily withdraws **prior to** the start date of their enrolment, a refund will be provided less an administration fee of \$500.

If an international student voluntarily withdraws **after** the start date of their enrolment, a minimum of ten weeks notice of withdrawal must be received by the school in writing. Decisions regarding the amount to be refunded will be made by the Principal. Where notice of less than 10 weeks is given, one full term's fees will be retained.

Administration, insurance and homestay placement fees are non-refundable after the student has started their course.

The school, may in its sole discretion, request further information or evidence in support of a refund request.

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

CIRCUMSTANCES WHERE NO REFUND WILL BE MADE:

No refund of international student tuition fees will be made where:

- A student's enrolment is brought to an end by the school, or
- Where a student changes to domestic student status during the period of enrolment, or
- Where a student voluntarily requests to transfer to another signatory.

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 the school's notice-period fee.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less the school's notice-period fee.

REQUESTS FOR A REFUND OF FEES UNUSED AT THE END OF ENROLMENT

Prepaid fees unused at the end of enrolment will be refunded to the agent, unless otherwise directed by the parents.

OUTSTANDING ACTIVITY FEES OR OTHER FEES

Any activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund.

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.