



International Student Refund Policy

CRICOS Provider No. 00553M

1. This policy outlines refunds applicable to course fees paid to the school.
2. The enrolment application fee is non-refundable.
3. Payment of Course Fees and Refunds
 - a) Fees are payable according to Letter of Offer attached.
 - b) An itemised list of school fees are provided in the school's written agreement (as per NC standard 3.1b)
 - 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 St Philip's Christian College.
5. Student default because of visa refusal:
 - a) 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 four 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 (e.g. camps, homestay, health insurance 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 ten weeks tuition fees will be refunded from prepaid tuition fees.
 - d) If up to two semester's tuition fees have been prepaid, and the school receives written notification of withdrawal by the student or parent(s)/legal guardian if the student is under 18), the school will refund the amount of prepaid fees less the following amounts:
 - i. An administrative fee of \$200 (other non-refundable fees) if written notice is received up to four weeks prior to commencement of the course.

- ii. If the student withdraws from the course 28 days or more before the commencement date, 75% of course fees will be refunded.
 - iii. If the student withdraws from the course less than 14 days before the commencement date, 50% of course fees will be refunded. No refund will be paid after the course has commenced.
 - iv. However, if a student leaves after 6 months of the first registered School Sector Course, the remaining homestay fees only will be refunded.
 - v. All refunds are made in Australian dollars and will be paid within 14 days of receiving a written request for a refund.
- e) No amount will be refunded if written notice is received more than six months after the commencement date of the student's course.
 - f) If more than two semester's tuition fees have been prepaid in one amount, refund provisions under (b) will apply for tuition fees after this will be refunded.
 - g) If a student becomes an Australian resident during the course of studies (i.e. has a change of visa status), there will be no adjustment to the fees paid for the remainder of the calendar year.
 - h) 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 in St. Philip's Christian College's Code of Conduct Policy.
7. Provider default (Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2019 (as amended).
- 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 agreed course starting 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 more 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.

Signed (student):	Date:
Signed (parent(s)/legal guardian):	Date: