

# Korowal School



## International Students School Refund Policy

1. This refund policy applies to all course monies paid to the school and includes any course monies paid to an education agent to be remitted to the school.
2. Fees for services paid to education agents by students (or parent (s)/legal guardian if the student is under 18) are not covered by this refund policy.
3. The application fee is non-refundable.
4. The enrolment fee is non-refundable.
5. Payment of Course Fees and Refunds;
  - a) Fees are payable 12 months in advance.
  - b) All fees must be paid in Australian dollars.
  - c) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
  - d) Refunds will be paid to the parents as specified in the written agreement.
6. All Notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the School Coordinator, Mark Thomas.
7. Unsuccessful Enrolment/Visa Rejection
  - a) The school will refund within 28 days all course monies paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.

## 8. Student Default

- a) Course monies 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.
- b) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
- c) The school will refund within 28 days of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
  - i. If written notice is received up to 4 weeks prior to commencement of the course, the school will refund all tuition fees, with the exception of the non-refundable fees (clauses 3 & 4).
  - ii. If written notice is received less than 4 weeks prior to commencement of the course 70% of the tuition fee will be refunded.
  - iii. If written notice is received within six months of the commencement date of the student's course, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
  - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- d) 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 as specified by the Policy on Deferment, Suspension or Cancellation of Enrolment.

## 9. School Default

- a) If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
- b) If for any reason the school is unable to continue offering a course after

commencement, a full refund of fees paid, including for the portion of the course already taught will be made within 14 days of notification of course cancellation.

- c) Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

10. 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.

#### 11. Definitions

- a) *Course money* – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.