



REFUND POLICY

This policy outlines the refunds applicable for Full Fee-Paying International Students at Ursula Frayne Catholic College. It is in line with the Commonwealth Department of Education and Department of Education Policy Guidelines.

A Study Period relates to a period of 20 weeks which is referred to as a Semester.

APPLICATION FEE

A non-refundable application fee of **AUD \$100** is required to be paid with the application for enrolment.

This fee is refundable only if the school is unable to consider the application initially.

REFUND OF FEES

Reason for refund	Notification Period	Refund payable
Application for a student visa is unsuccessful	Within 3 days of notification of the unsuccessful outcome.	Full refund less \$230 for administration expenses
Student with a visa withdraws	More than 10 weeks before semester commences	Full refund less \$500 for administration expenses
	More than 4 weeks and up to 10 weeks before semester commences	70% of a semester's fees
	4 weeks or less before semester commences	40% of the fees less \$500 for administration expenses
	After course commences and during the first 4 weeks	30% of the fees less \$500 administration expenses
	After the 4th week	No refund given
If provider withdraws offer, fails to provide programme offered or terminates an Education Service	Before semester commences	If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unspent tuition fees paid to the College will be made within 14 days of the agreed course starting day.

	After semester commences	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 school's default day.
If a provider withdraws a student from an education service because the student has seriously breached international student visa conditions or provider's rules	After course commences	No refund of the semester's fees and not less than 40% of the fees applicable to a subsequent semester.*

*This applies to a maximum of two semesters only. For example, a student who has paid for more than two semesters in advance and provider withdraws student's enrolment during semester 1 more than four weeks before the commencement of semester 2, would expect no refund of semester 1 fees, at least 40% of semester two fees and a full refund of fees paid for any subsequent semester.

In exceptional circumstances refunds will be made if the above conditions are not met. This will be at the sole discretion of the Principal.

Course fees are not transferable for cash or credit to another person. Approved refund will be processed within a 4 week period. The College does not provide refunds as 'cash' cheques. Once a course is fully completed, students will not be eligible for a refund.

In order to access a refund, documentary evidence must always be provided in conjunction with a request and all requests must be made in writing to the Principal.

This agreement does not remove the right to take further action under Australia's Consumer Protection laws.

CHANGE OF STATUS

A student who changes status from international student to permanent resident and notifies the College after the State Government Schools and Department of Education Census dates in February and August is not entitled to a pro-rata refund of fees for the semester in which the new status took effect.

FEES AND CHARGES

A copy of the College's Fees and Charges Policy is also provided with the application form at the time of enrolment and must be read, signed by both the student and the parent/guardian, and returned to the College.

PARENT/GUARDIAN CONFIRMATION

I confirm that I have read and understood this document. I confirm that the terms and conditions set out above have been explained to me and that a copy of this document was available to me in my own language on request.

Student's Name (Please Print)

Parent/Guardian's Name (Please Print)

Student's Signature

Parent/Guardian's Signature

Date

Date