



## **Refund Policy for Full Fee Paying International Students**

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### **Scope**

This policy is applicable to international students enrolled at The Geelong College (the school).

### **Purpose**

The purpose of the policy is to provide guidelines for granting refunds of course fees paid by international students that have enrolled at the school.

### **Policy**

The School's Refund Policy sets out refunds applicable to course fees paid to the School. This is to be read in conjunction with The Geelong College Education Agreement.

The Geelong College is obliged under the ESOS Act 2008 to pay a refund to overseas students in certain circumstances (refer below):

- Withdrawal due to visa not being granted
- Withdrawal before commencement date
- If the College cannot provide the course as agreed with the student, then the College will refund any monies paid by the student.
- If a student fails to attend the course or withdraws during the course, after giving the required one term's notice, then the College will refund the unexpired tuition and/or boarding fee received in proportion to the period of the course. If the student fails to give the required one term's notice, then an additional half term's tuition and/or boarding fee will be retained.

### **Procedure for providing a refund:**

- Notice of withdrawal must be provided in writing to the Principal and refund of deposit paid. The Conditions of Enrolment and Acceptance Written Agreement (including school policies) is provided with the Offer of Place prior to payment and enrolment. The School draws your attention to the withdrawal/transfer/payment section of your Conditions of Enrolment Agreement and the required one full term's written notice to the Principal by the last school day of the term prior to your Son/Daughter leaving the School and one semester's notice must be given in writing to the Principal if a student wishes to change from boarding to day status
- All outstanding debts to the College should be paid or authority given to deduct from the refund
- The College approves the refund under this policy
- After approval, the refund is paid to the person responsible for fee payment of the enrolled student within four (4) weeks.

**Title: Refund Policy for Full Fee Paying International Students**

Unspent pre-paid fees - in the case of the school not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a Legislative Instrument: <http://www.comlaw.gov.au/Details/F2012L01351>

The followings fees are non-refundable:

- Fees paid to other parties, e.g. for homestay/guardian are not covered by the Schools' Refund Policy. For Overseas Student Health Cover (OSHC) refunds please refer to the OSHC provider
- The application fee and enrolment fee are non-refundable. The enrolment fee will be refunded only where a visa has not been granted. Evidence of visa rejection notice must be provided to school
- Bonds are paid in advance and are not applied to School fees payable. This money is refunded when the student leaves the School, less any money owing.

**Refund Schedule**

1. If you have paid your tuition fees and you are thereafter unable to commence study in Australia, on receipt of a written claim the College will refund, within four (4) weeks all or part of your fees on the following basis:

- a) If you cancel your place **four (4) weeks** or more before your advised date of commencement 90% of your fee will be refunded.
- b) If you cancel your place **less than four (4) weeks** before your advised date of commencement, or if you commence your schooling and then withdraw within the first four (4) school weeks, 50% of your fee will be refunded.
- c) If you withdraw after the fourth school week no refund is payable.
- d) If your Visa application is refused, and when the College is provided with evidence of the Visa refusal in the form of a letter from the DIBP, a full refund of fees will be made; although an Administration Fee of AUD \$200 will be charged.

2. If you have commenced schooling and you do not meet the conditions outlined in the School's Terms and Conditions for Full Fee Paying Overseas Students, or the Student Visa Conditions and enrolment is terminated by the College, a partial refund of fees may be made. An administration fee of AUD \$200 would also be charged.

3. If you have commenced schooling and the College can no longer provide the course, the College will make a refund of the student's unspent tuition fees within two (2) weeks or The Geelong College will arrange for the student to be offered a place in an alternative course.

**Payment of approved refunds**

Approved refunds are paid in Australian dollars into the bank account nominated in the refund request, no later than 4 weeks from the date that the request was received by the School. Approved refund amounts will be paid in accordance with this policy and cannot be transferred to another student.

### **Protection of student fees: Tuition Protection Service**

In the event that The Geelong College is unable to fully deliver a course of study the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS): [www.tps.gov.au](http://www.tps.gov.au) . In this instance students and PRISMS will be notified within three working days.

The TPS ensures that full fee paying overseas students are able to either complete their studies in another course or with another education provider; or, receive a refund of their unspent tuition fees. Students will either be placed in an alternate course within 14 days or unspent fees will be refunded. The outcome of this process will be reported via PRISMS within seven working days.

TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As an approved CRICOS provider, The Geelong College pays an annual Tuition Protection Service (TPS) Levy for each calendar year.

Please note in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2007), The Geelong College is required to advise that: This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws, and, The Geelong College's dispute resolution processes do not circumscribe **the student's right to pursue other legal remedies.**

### **Appeals and complaints**

Students that are dissatisfied with the application of this policy by the School may refer to the School's complaints and appeals policy for information regarding their complaints and appeals options. This policy 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

### **Enquiries**

If you have any enquiries relating to refund applications please contact our Admissions staff at [admissions@geelongcollege.vic.edu.au](mailto:admissions@geelongcollege.vic.edu.au)

The Policy is to be reviewed every three years or in the event of any information or incident that would warrant a review (including legislative or organisational change).

### **Related Policies/Information**

The Geelong College Education Agreement

Overseas Students Complaints and Appeals Policy

Educational Services for Overseas Students (ESOS) Act