

International Students Refund Policy

1. Purpose and Objectives

To clarify the requirements and expectations regarding the payment and allocation of fees, and the College Administrative requirements.

2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Application Fee	The amount paid at time of submitting an application for Enrolment to Canterbury College.
Course Fee	The total cost of the course is Tuition Fees plus Non-Tuition Fees.
Non-Tuition Fee	The amount paid to Canterbury College for additional education costs such as homestay fees, Single Resource Charge, English proficiency testing, uniforms, stationery.
Parent/Legal guardian	The parent(s) or guardian(s) of the international student (or intending international student) who signed the letter confirming the international student's offer of placement at Canterbury College.
Student	A student enrolled at Canterbury College or the parent(s)/legal guardian of a student where that student is under 18 years of age.
Study Period	First to last day of each school semester. A school year consists of two semesters, which are two terms each.
Tuition Fee	The amount paid to Canterbury College for the core education course.

3. Policy Scope/Coverage

This policy applies to the College's employees, international students enrolled from Prep to Year 12 and their parent(s)/legal guardian(s).

4. Policy statement

This Policy, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

This policy outlines refunds applicable to course fees paid to the College and includes any course fees paid to an education agent to be remitted to the College.

Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.

The Application Fee and Acceptance Fee is non-refundable.

4.1 Payment of Course Fees and Refunds

4.1.1 Fees are payable according to Canterbury College's International Students Fees

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- 4.1.2 An itemised list of College fees is provided in the College's written agreement.
- 4.1.3 Fees are payable 1 (one) study period (6 months) in advance.
- 4.1.4 All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars.
- 4.1.5 If the student changes visa status (e.g., becomes a temporary or permanent resident), they will continue to pay full overseas student's fees for the duration of that year.
- 4.1.6 Refunds will be paid to the person who enters into the written agreement unless the College receives written advice from that person to pay the refund to someone else.
- 4.1.7 Payment of any refund due will be made within 4 weeks of receiving the written application for refund and bank details by Canterbury College to enable the transfer process.
- 4.1.8 Transaction fees associated with the transfer of funds for refunds will be deducted from the eligible refund amount.
- 4.1.9 All notification of withdrawal from a course, or application for refunds, must be made in writing and submitted to the Principal. Such requests should be received by the Principal within 5 calendar days of either the student's failure to commence the Course or withdrawal from the Course.

4.2 Student default due to visa refusal

- 4.2.1 If a student produces evidence of visa refusal or provides permission for the College to verify visa refusal with the Department of Home Affairs Immigration and fails to start a course on, or withdraws from the course on or before the agreed starting day, the College will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the College before the student's default day, except where a non-refundable payment on behalf of the student has been made (e.g. a payment for health insurance).
- 4.2.2 If a student whose visa has been refused withdraws from the course after it has commenced, the College will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the College with respect to the student within the period of four weeks after the day of student default.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

4.3 Student Default

- 4.3.1 Where a non-refundable payment on behalf of the student has been made (e.g., Homestay arrangements or health insurance) no refund will be made and any requests for refunds for health insurance will need to be requested directly with the Health Insurance Provider.
 - 4.3.1.1 If written notice is received at least 28 days prior to commencement of the course:
 - a. 50% of the Tuition Fee will be refunded.
 - b. 50% of the Homestay Fee will be refunded.
 - c. 100% of all other Non-Tuition Fees will be refunded, less an Administration fee of \$500
 - 4.3.1.2 If written notice is received less than 28 days prior to commencement of the course:

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- a. 0% of the Tuition Fee will be refunded.
- b. 25% of the Homestay Fee will be refunded
- c. 100% of all other Non-Tuition Fees will be refunded, less an Administration fee of \$500.

4.3.1.3 If the student does not commence studies on the agreed commencement date and does not provide notice of withdrawal after the commencement date:

- a. 0% of the Tuition Fee will be refunded.
- b. 0% of the Homestay Fee will be refunded.
- c. 100% of all other Non-Tuition Fees will be refunded, less an Administration fee of \$500.

4.3.1.4 If written notice of withdrawal is received after the commencement date of the Course, but before completing the Course:

For current Study Period Fees and Charges

- a. No refund of the current Study Period Tuition Fee will be refunded.
- b. No refund of the current Study Period Homestay Fee will be refunded.
- c. No refund of other Non-Tuition Fees.

In Advance of Current Study Period

- a. Fees and Charges, Tuition Fees and Non-Tuition Fees which have been paid in advance of the current Study Period, will only be refunded if one (1) Terms' notice has been given.
- b. Where less than one term's notice is provide, the College will deduct four (4) weeks Tuition and Non-Tuition Fees from the amount in balance for Tuition and Non-Tuition Fees.

4.3.2 Where a student's enrolment is cancelled for any of the following reasons, no refunds (tuition and non-tuition) will be made:

- 4.3.2.1 Failure to maintain satisfactory course progress (visa condition 8202). (Please refer to Monitoring Attendance and Progress policy).
- 4.3.2.2 Failure to maintain satisfactory attendance (visa condition 8202), (Please refer to Monitoring Attendance and Progress policy).
- 4.3.2.3 Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). (Please see Student Welfare and Accommodation policy).
- 4.3.2.4 Failure to pay course fees.
- 4.3.2.5 Any behaviour identified as resulting in enrolment cancellation in Canterbury College's Student Behaviour policy.
- 4.3.2.6 Failure to disclose a pre-existing condition requiring a high degree of specialised support or care, as determined at the discretion of the College.

4.3.3 If Canterbury College cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support of care, any refund of tuition fees will be at the discretion of the College.

4.4 Provider Default

4.4.1 If for any reason the College 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 College, a full refund of any unused tuition

fees* received by the College with respect to the student will be made within 14 days of the agreed course starting day

4.4.2 If for any reason the College 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 College, a full refund of any unused tuition fees* received by the College with respect to the student will be made within 14 days of the College's default day.

4.4.3 In the event that the College is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/StaticContent/Get/StudentInformation>

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014). <http://www.comlaw.gov.au/Details/F2014L00907>

5. Complaints

This Policy and the right to make complaints and seek appeals of decisions and action under various processes does not limit the student or their parent / legal guardian's ability to take action they consider appropriate in the circumstances, such as contacting a statutory authority, contacting a legal practitioner for advice or another action required or authorised by law.

6. Guidelines/Procedure/Process

The procedures and processes are outlined in the Policy Statement.

7. Roles and Responsibilities

7.1.1 Canterbury College

- Provide clear guidelines regarding the process for refunding international students which align with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

8. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed every two years. Canterbury College, however, reserves the right to review this policy at any time.

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Responsible Officer	Principal
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Related Policies/Procedures:	International Students Complaints and Appeals Policy International Students Monitoring Course Progress and Attendance Policy International Students Deferment, Suspension and Cancellation Policy International Students Welfare and Accommodation Policy

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	International Students Transfer Policy International Students Entry Requirements Policy International Students Fee Policy
Acknowledgements:	ISQ School Handbook for CRICOS Registration National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Australian Government – Education Services for Overseas Students (ESOS) Framework Department of Home Affairs (Immigration and Citizenship)