

# Refund Policy

Overseas Students | Kormilda College Ltd | CRICOS 00971D



**Welcome to our world!**

## Purpose

The purpose of the Refund Policy is to set out the conditions under which refunds will be applicable in line with other related policies of Kormilda College such as Fees Policy. These conditions are specific to International Students and to tuition fees.

## Document Management

### Relevant to

All Staff | All Overseas Students | All Parents/Guardians of Overseas Students

### Reviewed by

International and Community Relations | Financial Management Office

### Modification history

Created February, 2016

### Related documents

Deferment, Suspension and Cancellation Policy (Overseas Students)  
Education Agents Policy (Overseas Students)  
Student Transfer Request Policy (Overseas Students)  
Welfare and Accommodation Policy (Overseas Students)

### Related legislation

Commonwealth Education Services for Overseas Students Act, 2000  
NSW Consumer Law Act, 2013  
Commonwealth Competition and Consumer Act, 2010  
Education Services for Overseas Students (ESOS) Act 2000 and  
Regulations 2001

### Review

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)

## Refund Policy Details

**The School's Refund Policy sets out refunds applicable to course fees paid to the School.**

1. Fees paid to other parties, e.g. for Homestay / guardian are not covered by the Schools' Refund Policy.
2. The application for admission fee is non-refundable.
3. Payment of course fees and refunds:
  - » Fees are payable in accordance with the Schedule of Fees International applying at the time of application and enrolment;
  - » We draw your attention to the Withdrawal/Transfer/Payment section 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;
  - » An itemised list of compulsory and optional fees is provided in the Written Agreement (National Code Standard 3);
  - » All fees must be paid in Australian dollars;
  - » Refunds will be paid in Australian dollars using the banking details provided by you to the Business Office;
  - » Refunds will be paid to the person/s entering into the Written Agreement unless written notification to the Principal from the person/s entering the Written Agreement to pay the refund to another party has been received.

**This Policy does not remove a student's right to take further action under Australia's consumer protection laws.**

## Refund Schedule

|  |                  |
|--|------------------|
| <b>ELC - Yr 12 All Students - Non Starters</b>   |                  |
| » Deposit - non-start                            | » Non-refundable |
| <b>ELC – Yr 12 All Students</b>                  |                  |
| » Non- refundable application fee on application | » No refund      |

## Refunds prescribed by Legislation

Any refund of pre-paid tuition, non-tuition or unspent prepaid tuition fees in the event of visa refusal or school default is prescribed by legislation (Educational Services for Overseas Students (ESOS) Act, 2000 and Regulations, 2001).

|   |  |
|---|--|
| <b>National Code 2007 3 Refunds</b>   |  |
| <b>STUDENT DEFAULT:</b>   |  |
| » Visa refused by Department of<br>» Immigration & Border Protection  | » Refund of all pre-paid tuition and non-tuition fees less<br>» \$300 administration costs where student produces<br>Department of Immigration & Border Protection evidence<br>of refusal  |
| » Written notice to the Principal of cancellation of course<br>more than 28 days before start of agreed course  | » Refund of all pre-paid tuition and non-tuition fees less<br>\$300 administration costs   |
| » Written notice to the Principal of cancellation of course<br>less than 28 days before start of agreed course  | » No refund  |
| » Written notice to the Principal for release<br>» From course after start of course and release has been<br>approved by the Principal on reasonable grounds  | » Refund based on pro-rata fees.   |
| » Agreed course not taken up after start date.<br>» Agreed course abandoned without written notice.<br>» Visa conditions breached by student.<br>» Visa cancelled or student expelled for improper actions<br>by student.<br>» Failure to pay course fees |  |
| <b>PROVIDER DEFAULT:</b><br>» Kormilda College withdraws course before agreed start<br>date and student cannot be placed or student refuses an<br>alternative course arranged by the School,<br><b>OR</b>   | » Full refund of any unspent prepaid tuition fees paid to<br>the School will be made within 14 days of the agreed<br>course start date<br>» Unspent prepaid tuition fees will be calculated according<br>to a Legislative Instrument:<br><a href="http://www.comlaw.gov.au/Details/F2012L01351">http://www.comlaw.gov.au/Details/F2012L01351</a> |
| <b>PROVIDER DEFAULT:</b><br>» Kormilda College is unable to continue offering course<br>after student commencement and student cannot be<br>placed or student refuses an alternative course arranged<br>by the School                                     | » Full refund of any unspent prepaid tuition fees paid to<br>the School will be made within 14 days of the School<br>defaulting.<br>» Calculated according to a Legislative Instrument: <a href="http://www.comlaw.gov.au/Details/F2012L01351">http://<br/>www.comlaw.gov.au/Details/F2012L01351</a>   |
| » Visa extension is refused   | » No refund of pre-paid fees   |
| » Overseas Student Health Cover (OSHC – Medibank<br>Private)  | » Refer to OSHC provider   |