



# International Student Refund Policy

## Purpose

This policy outlines refunds applicable to fees paid to the College under the term of a written International Enrolment Contract.

## Scope

This policy applies to all international students.

## Policy statement

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school.
2. 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.
3. The Application fee is non-refundable.
4. Payment of course fees and refunds:
  - a. Fees are payable according to the College's Fee Policy and invoices raised.
  - b. A copy of the International Schedule of Fees is provided as part of the enrolment process.
  - c. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
  - d. Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notifications of withdrawal from a course, or applications for refund, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal:
  - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
    - 5% of the amount of course fees received, or
    - AUD 500.
  - b. If a student whose visa has been refused withdraws from the course after it has commenced, the school 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 school with respect to the student within the period of four weeks after the day of student default.
7. Student default:
  - a. Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
  - b. Non-tuition fees 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.



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- c. If the student, does not provide written notice of withdrawal, and does not start the course on the agreed starting date, the College will refund the amount of the prepaid fees less one terms fees in lieu of notice.
  - d. If tuition fees for up to 2 semesters has been received in advance by the school and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will:
    - i. Retain an administration fee of A\$500.00 and refund the balance of the tuition fees if written notice is received up to eight weeks prior to commencement of the course.
    - ii. Refund 70 % of the tuition fees received if written notice is received less than four weeks prior to commencement of the course.
    - iii. Refund 50 % of any tuition fees received, if written notice is received before one (1) term of the payment period has passed.
    - iv. No refund if written notice is received after 1 term of the payment period has passed.
  - e. If tuition fees have been received for more than 2 semesters, refund provisions under (d) will apply for the first 2 semesters and any balance of unused tuition fees after this will be refunded.
  - f. 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). [If applicable: Please see School Policy Ref]
    - iv. Failure to pay course fees.
    - v. Any behaviour identified as resulting in enrolment cancellation in St Ursula's College, Toowoomba 's Behaviour Policy/Code of Conduct. Please see [School Policy Ref]
  - g. If St Ursula's College, Toowoomba 's cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose required information at the point of application or a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be at the discretion of the College.
8. Provider default:
- Any default by the school must be compliant with the current provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended).
- a. If for any reason the College is unable to offer a course on a 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 school with respect to the student will be made within 14 days of the agreed course starting day.
  - b. If for any reason the school is unable to continue offering a course after the student commencing 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 unused tuition fees\* received by the school with respect to the student will be made within 14 days of the school's default day.
  - c. In the event that the school is unable to fulfill 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: [Tuition Protection Service - Department of Education, Australian Government](#)
- \*Calculation of the refund due in this case is prescribed by a legislative instrument.
9. This written agreement, 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. If a student changes visa status (eg becomes a temporary or permanent resident), she will continue to pay full overseas student's fees for the duration of that year.



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## Definitions

**Tuition fees** – fees directly related to the provision of the student's course, as published in the fee schedule.

**Non-tuition fees** – other fees and charges not directly related to the provision of the student's course, including boarding fees and QCAA payment.

**Course fees** – the sum of tuition fees and non-tuition fees received by the College in respect of the student in order for the student to undertake the course.

*\*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).*

## Related Documents

Application for Enrolment for International Students

## Policy Review

This document was reviewed in March 2024