



REFUND POLICY

A copy of this policy is provided to the student (or parents(s)/legal guardian if the student is under 18) at a reasonable time prior to the written agreement being signed.

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an 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 enrolment application fee is non-refundable.
4. Payment of course fees and refunds:
 - a) Fees are payable according to the school's Fees Policy (attached).
 - b) An itemised list of school fees is provided in the school's written agreement.
 - 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 notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Business Manager.
6. Student default because of visa refusal:
 - a) If a student produces evidence of visa refusal and fails to start a course, or withdraws from the course on or before the agreed starting date, the school will refund within four weeks of receiving a written claim, any unspent pre-paid fees, minus the lesser of 5% of the amount of course fees received, or \$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 any unused tuition fees¹ 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 proportionate 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.
 - c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date a maximum of ten weeks tuition fees will be retained from tuition fees received by the school.
 - d) If up to two semesters' tuition fees have been prepaid 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 refund the amount of prepaid fees less the following amounts:

- i. Application and Confirmation fees, if written notice is received up to ten weeks prior to the commencement of the course.
 - ii. Application and Confirmation fees, plus 50% of the tuition fee for one term if written notice is received less than ten weeks prior to commencement of the course, or departure from the course.
 - iii. No amount will be refunded if written notice is received more than six months after the commencement date of the student's course.
- e) If more than two semester's tuition fees have been prepaid in one amount, refund provisions under (d) will apply for tuition fees paid for the first two semesters, and any remaining unspent 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). Please see Course Progress & Attendance Policy on website: www.tas.qld.edu.au .
 - ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see Course Progress & Attendance Policy on website: www.tas.qld.edu.au .
 - iii. Failure to maintain approved welfare accommodation arrangements (visa condition 8532). Please see Accommodation & Welfare Policy on website: www.tas.qld.edu.au .
 - iv. Failure to pay course fees.
 - v. Any behaviour identified as resulting in enrolment cancellation in Trinity Anglican School's Code of Conduct (as shown in the School Diary and on the website: www.tas.qld.edu.au).

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 school 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 school, a full refund of any unspent pre-paid tuition fees paid to the school 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 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 fees² paid to the school will be made within 14 days of the default day.
 - c) In the event that the school 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 Tuition Protection Service, please see <https://tps.gov.au/StaticContent/Get/StudentInformation> .
9. This agreement 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.

¹ 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*].

² 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>