

Refund Policy

Refunds and waivers

Non-refundable fees

Once paid the following fees are non-refundable:

- Application Fee
- Accommodation Placement Fee
- Airport Reception Fee
- School Transfer Fee.

When can a refund be claimed?

A student may be entitled to a refund of some or all of the tuition fees paid under the following circumstances:

Reason for refund	Refund due
Student is not granted a visa	Full refund of all fees paid less the application fee
Student withdraws after a visa is issued and before commencement	Refund of tuition fees paid less: <ul style="list-style-type: none"> • 30% of annual tuition fees paid • Application Fee • Accommodation Placement Fee • Airport Reception Fee
Student withdraws after a visa is issued and after commencement (or fails to commence on the first day of term for any reason)	Refund of tuition fees paid less: <ul style="list-style-type: none"> • Fees for the current term • 30% of annual tuition fees paid for future semesters of the year in which the student withdraws • Application Fee • Accommodation Placement Fee • Airport Reception Fee
Student's visa status changes to a fee exempt sub-class	A refund of fees for weeks paid for but unused from the date the new (fee exempt) visa status is granted
Student breaches visa conditions	No refund
DEECD cannot deliver the program which the student has enrolled in**	Full refund
DEECD cancels the student enrolment less than one month before the student commences**	Full refund

All refunds will be paid within four weeks of DEECD receiving the completed Cancellation and Refund Request Form, except for those marked ** which will be paid within two weeks of receipt of the completed form.

Breaches of visa conditions

The student's enrolment will be cancelled, and no refund paid, if the student breaches any of the conditions of the visa including:

- failing to pay tuition fees by the date specified on the invoice
- attendance falls below 80%
- academic performance falls below the requirements of DIAC
- failing to adhere to student disciplinary regulations.

How to claim a refund

All requests for refund must be made within six months of the date of cancellation of enrolment or change in visa status. Refunds will not be paid unless a request is received within 6 months from the date the student cancelled their enrolment or was granted a new visa. If the student's visa application is denied, or the student withdraws from the program once a visa has been issued, the student (if over 18), or the parents will need to contact the International Student Recruitment Unit (ISRU) for a Cancellation and Refund Request Form. The form must be completed and returned to the ISRU with all required documentation. The refund will be processed within four weeks of receiving the completed form with appropriate evidence.

How much of my tuition fees will be refunded?

Pre-commencement

Situation	Refund available
Student has received an offer but is refused a visa to enter Australia	Full refund of tuition fees paid
DEECD cancels the student's enrolment up to one month before the start of a course without explanation	Full refund of tuition fees paid
DEECD is unable to deliver the program	Full refund of tuition fees paid
Student fails to commence the course for any reason after a visa is issued	A full refund of tuition fees paid less 30% of the annual tuition fee for the year in which the student withdraws

Post-commencement

Situation	Refund type
Student cancels after commencing Term 1	Refund of tuition fees paid for Term 2 – 4 less 30% of the annual tuition fee
Student cancels after commencing Term 2	Refund of tuition fees paid for Term 3 – 4 less 30% of the annual tuition fee
Student cancels after commencing Term 3	Refund of fees for Term 4 less 30% of the annual tuition fee
Student cancels after commencing Term 4	No refund for current year's tuition. If paid, future year's tuition fees will be refunded less 30% of the annual tuition fee for the year in which the student withdraws
Change of visa status to a residence visa where tuition fees are not required eg. permanent residence visa	Refund all tuition fees paid for any weeks not yet commenced from the date visa is granted

Conditions

- Refunds will be made within four weeks of the date of receipt of the application for refund.
- Requests must be accompanied by appropriate evidence.
- Failure to provide appropriate details or evidence may result in your refund being delayed.
- Students enrolled in future years who are entitled to a refund will receive the refund as a credit towards future tuition fees. No payment of refunds will be made to continuing students until they withdraw from the program.
- **Refunds will not be paid unless a request is received within six months from the date the student cancelled their enrolment or was granted a new visa.**
- Only parents can request a refund to be paid to another party on their behalf.
- Where a third party, such as a DEECD accredited education agent or a student requests a refund, the refund will only be paid to the parents. This will be done by either bank draft or bank transfer.

What if I disagree with my refund?

Refund complaints procedure

Enquiries regarding refund calculations can be made to the Finance Team, International Education Division, Department of Education and Early Childhood Development.

Students or parents have up to 30 days to lodge a formal complaint from the date they receive remittance advice of their refund. This must be done in writing addressed to the General Manager, International Education Division, Department of Education and Early Childhood Development. The education agent who enrolled the student can do this on the student's behalf.

The General Manager, International Education Division, Department of Education and Early Childhood Development, will consider the formal complaint.

After consideration of all of the available evidence, the General Manager, International Education Division, Department of Education and Early Childhood Development, may decide to:

- uphold the complaint and issue a refund of the appropriate amount and/or restore the student's enrolment; or
- dismiss the complaint.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

Cancellation of enrolment

- If tuition fees are not paid by the specified date on the invoice, the student's enrolment will be cancelled.
- If a student's attendance falls below 80% or fails to meet the academic performance standards required by DIAC, enrolment will be cancelled without refund.
- Failure to adhere to student disciplinary regulations may lead to the cancellation of the enrolment without refund.

The terms and conditions of this refund policy override any previous terms and conditions of refund. Changes to the Refund Policy are ongoing. Contact the International Student Recruitment Unit, International Education Division, Department of Education and Early Childhood Development, to confirm the details of this policy. The complaints policy contained in these terms and conditions of enrolment is available to a student in the event of a complaint in relation to a claim for a refund. Nothing, however, prevents the student from exercising the right to pursue all other legal remedies. This agreement does not remove the right to take further action under Australia's consumer protection laws.

Victorian Government Schools

International Student Program

Department of Education and Early Childhood Development, Victoria

Cancellation and Refund Request Form

To apply for a refund of tuition fees please complete this form and return it to the International Education Division.

Department of Education and
Early Childhood Development
International Education Division
GPO Box 4367
Melbourne, Victoria 3001
Australia

Tel: +61 3 9637 2990
Fax: +61 3 9637 2184
international@edumail.vic.gov.au
www.study.vic.gov.au

Section A – Student Details

1. Family Name:

2. Given Names:

3. Student ID Number:

4. Reason for Withdrawal/Non Commencement (Please Tick):

Refusal of Visa
(Copy of letter from Department of Immigration and Citizenship required)

Cancellation of Visa
(Copy of letter from Department of Immigration and Citizenship required)

Returning Home
(Copy of departure stamp in passport required)

Transfer to Other Australian Educational Institution
(Copy of CoE/Offer letter from new provider required)

Change of Visa Type
(Copy of new visa required)

Other

5. Please Provide Any Further Details for the Reason for Withdrawal/Non Commencement

6. Who Should Any Refund be Paid To?

Parent

DEECD Accredited Education Agent (Parent's signature required)

Other (Parent's signature required)

7. Is the Refund to be Paid in Australia:

Yes No (if yes, go to question 9. Section B)

8. If No, How Would You Like the Refund Paid:

Telegraphic Transfer (go to Section C) Bank Draft (go to Section D)

Only for refunds outside of Australia. Refunds in Australia are only made by direct deposit

Section B – Bank details (Australia Only)

9. Account Holder Name:

10. Account Holder Address:

11. Account Holder Phone No: ()

12. Australian Business Number (If Applicable):

13. Bank Name:

14. Bank Address:

15. Branch Number (BSB):

16. Account No:

Section C – Telegraphic transfer (Refunds to bank accounts outside of Australia only)

Account Name:

Account Holder Address:

Account Holder Phone No: ()

Bank Name:

Bank Address:

Branch Number (BSB):

Account No:

Swift Code:

Section D – Bank Draft (Refunds outside of Australia only)

Bank Draft Payable To:

Address of Person Receiving the Bank Draft:

Required Signature

(Refunds will only be made payable to the parent unless the parent specifically requests otherwise and signs this form.)

Name: _____ Signature: _____ Date: ____/____/____