



POLICY DOCUMENT

Policy Number (PN):	3.9
Policy Name:	Refund Policy – International Students
Version:	1.0
Last Revised:	March 2016

Refund Policy

Purpose

1. The [Education Services for Overseas Students \(ESOS\) Act 2000](#) and the National Code of Practice mandate particular tuition fee refund entitlements for overseas students studying in Australia.
2. The Enrolment Policy provides the framework for fees. The School's Refund policy provides details to ensure International students' particular consumer rights are protected.
3. From 1 July 2012, the [Tuition Protection Services](#) legislation further strengthened the financial protection of international students.

Newcastle Grammar 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 School's 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.
 - The Withdrawal/Transfer/Payment section and the required one full term's written notice to the Head of School by the last school day of the term prior to your child's leaving the School.
 - All fees must be paid in Australian dollars.
 - Refunds will be paid in Australian dollars using the banking details provided by you to the School's Finance and Business Services' Office.
 - Refunds will be paid to the person/s entering into the Written Agreement unless written notification to the Head of School 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.

Refunds in a Default Situation

Student Default

Visa refused by Department of Immigration & Border Protection	Refund of all pre-paid tuition and enrolment fees less \$250 administration costs where student produces Department of Immigration & Border Protection evidence of refusal
Written notice to the Head of School of cancellation of course more than 28 days before start of agreed course	Refund of all pre-paid tuition and enrolment fees less \$250 administration costs
Written notice to the Principal of cancellation of course less than 28 days before start of agreed course	No refund of prepaid or enrolment fees
Written notice to the Principal for release from course after start of course and release has been approved by the Head of School on reasonable grounds	Refund based on pro-rata fees. Enrolment fees are not refundable.
Agreed course not taken up after start date.	No Refund
Agreed course abandoned without written notice.	No Refund
Visa conditions breached by student or visa cancelled	No Refund
Student expelled for improper actions by student.	No Refund
Failure to pay course fees	No Refund

Provider Default

Newcastle Grammar School withdraws course before agreed start date and student cannot be placed or student refuses an alternative course arranged by the School	Full refund of any unspent prepaid tuition fees paid to the School will be made in Australian Dollars within 14 days of the agreed course start date
Newcastle Grammar School is unable to continue offering course after student commencement and student cannot be placed or student refuses an alternative course arranged by the School	Full refund of any unspent prepaid tuition fees paid to the School will be made In Australian Dollars within 14 days

RELATED POLICIES:

- **Course Progress and Attendance Policy – International Students**
- **Student Code of Conduct**
- **Enrolment Policy International Students - Accommodation**
- **Complaints and Appeals Policy – International Students**
- **Student Transfer Request Policy – International Students**
- **Deferment Suspension and Cancellation Policy – International Students**