



FULL FEE-PAYING OVERSEAS STUDENT REFUND POLICY

CATEGORY

Governance (Management)

SOURCE OF OBLIGATION

The National Code of Practice for Providers of Education and Training to Overseas Students Standard 3 sets out that registered providers must formalise their enrolment of overseas students through written agreements with overseas students. The written agreement must set out the responsibilities of each party including refund policies.

POLICY STATEMENT

The aim of this policy is to ensure that parents are aware of fees and charges payable in the event their child is unable to commence at the College, withdraws from the College, or enrolment is terminated by the College.

Policy Requirements

Reason for Refund	Notification Period	Tuition Fee Refund
Tuition & Boarding Fees		
Student's application for a student visa is unsuccessful	Prior to agreed starting day <i>Refer ESOS Act 2000 Subdivision B – Student Defaults Section 47D and 47E</i>	A full refund of unspent pre-paid fees, less \$500 for administration expenses will be made
Student issued with a student visa withdraws	Between acceptance of Offer and 10 weeks or more prior to agreed starting date	A full refund of unspent pre-paid fees, less \$500 for administration expenses will be made
	Between acceptance of Offer and less than 10 weeks prior to agreed starting date	Full refund of unspent pre-paid fees less 25% of the current FFPOS annual tuition fees
	After course commences and provides one term or the equivalent of 10 weeks' notice	Unexpended course fees, calculated on a pro rata basis

Reason for Refund	Notification Period	Tuition Fee Refund
	After course commences and does not provide one term or the equivalent of 10 weeks' notice	Course fees received, less 25% of the current annual Tuition Fee for FFPOS
If Penrhos College withdraws the offer, fails to provide the course offered or terminates an Education Service	Prior to agreed starting date at the College <i>Refer ESOS Act 2000 Subdivision A – Provider Defaults Section 46A and 46B</i>	Full Refund of total tuition fees, or refund of unexpended course fees, calculated on a pro rata basis, proportional to the amount of time the student is at Penrhos College. <i>Refund will be made within 14 days of the College's default day.</i>
If Penrhos College cancels a student's enrolment because the student has seriously breached international student visa conditions or Conditions of Enrolment, Business Regulations or Penrhos Policies & Procedures, after the semester commences	After course commences	No refund of the current semester's tuition fees or annual boarding fees will be made. Full refund of any subsequent course fees paid in advance.
Other Charges		
The following fees are non-refundable: <ul style="list-style-type: none"> • Application Fee • Confirming Fee • Sundry Charges 		

Exceptions to the Refund Policy

Exceptions to the Refund Policy may be made when the reason for student withdrawal is of a compassionate nature:

- Death or serious illness of a family member, serious illness or disability of the student
- Political or civil event, or natural disaster in home country that prevents continuation of studies

Terms of Refund

1. Fees are as per the Penrhos College Schedule of Fees and charges for Full-Fee Paying Overseas Students and all refunds will be made to the payee in Australian Dollars by electronic transfer within two weeks of confirmation of the reason for withdrawal. Refunds will normally be made payable to the designated debtor for the student.
2. Any refund of course fees in the event of visa refusal or school default is prescribed by Sections 47D (4) and 46D of the ESOS Act.

Obtaining a Refund

In order to obtain a refund, the party initiating the cause for refund is required to notify the other party in writing.

For students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine, Penrhos College may give consideration to increasing the amount of refund otherwise due or waiving the requirements. This will be considered on a case-by-case basis at the discretion of the Director of Finance and Administration and the Principal.

Role of the Tuition Protection Service (TPS)

In the unlikely event Penrhos ceases to provide a course of study and Penrhos is at fault, all unspent, pre-paid tuition fees (and associated fees) to date, will be made to the payee in Australian Dollars by electronic transfer within two weeks of the default day. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

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.

Record keeping

The College maintains student enrolment records and the outcome of any refund requests to ensure that this policy is implemented fairly. These requests are filed electronically on the student's record and retained as per our Records Management policy.

IMPLEMENTATION AND REVIEW

This policy is implemented by:

- staff training and making this policy available to all staff via the College’s internal policy portal
- communicating this policy to the College community and making it available on the College’s website
- monitoring the effectiveness of the policy
- reviewing and evaluating the policy and its accompanying procedures every 3 years

Associated policies and procedures

Fees and Business Regulations Policy

FFPOS – Tuition Fees and Charges Schedule

Complaints Handling Policy and Complaints Handling Guide

Owner

Enrolment Manager in consultation with Director of Finance & Administration

Last review date:

September 2021

Next review date:

September 2024

Ratified by College Council

Version	Date Published	Changes Made	Author of Changes
1	November 2016		Enrolment Manager / Director of Strategic Directions
2	August 2021	Reviewed in line with National Code (2018)	Enrolment Manager / Risk and Compliance Coordinator