



Full Fee Paying Overseas Students: Refund Policy

The School's policy in relation to refunds of fees for overseas students is outlined below.

Application Fee

The Application Fee is non-refundable.

Visa Application Rejected

Where evidence is provided that the application made by the student for a Student Visa has been rejected by the Department of Home Affairs, the School will refund any amounts paid to the School for the Enrolment Fee and any Overseas Student Health Cover within 28 days of receipt of confirmation that the Student Visa application has been rejected.

Conditional Enrolment

Any amounts paid to the School for the Enrolment Fee and any Overseas Student Health Cover where the student has not satisfied the conditions of a conditional offer of enrolment, and as a result the Student is not enrolled in the School will be refunded by the School within 28 days of confirmation the student has not satisfied the conditions of a conditional offer of enrolment.

Enrolment Fee

The Enrolment Fee is not credited towards tuition or boarding fees.

Except as outlined above in relation to a rejection of Student Visa application or failure to satisfy the conditions of a conditional offer of enrolment, the Enrolment Fee is not refundable, whether or not the student commences at the School.

Cancellation of Enrolment by Parents Prior to Commencement

Where a student's enrolment is cancelled by the parents prior to the student commencing at the School, if the parents have not provided written notice of this cancellation to the Admissions Office by the date specified in the Enrolment Offer Letter, a cancellation fee is payable equal to:

- 100% of the tuition fees for one term if the student was to be a day boy; or
- 100% of the tuition and boarding fees for two terms if the student was to be boarder.

Any tuition and boarding fees paid in advance in relation to the student less any cancellation fee applicable as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents

Cancellation of Enrolment by Parents Subsequent to Commencement

Where the parents cancel a student's enrolment after the student commences at the School, one full terms' notice in writing must be provided.

If such notice is not provided, a cancellation fee is payable equal to 100% of the tuition fees (and boarding fees if applicable) for one term.

Any tuition and boarding fees paid in advance in relation to the student less any cancellation fee applicable as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents.

Cancellation of the Enrolment for Specified Reasons or Otherwise by the School

Where a student's enrolment is cancelled for any of the following reasons after the commencement of a term, no refund of the tuition fees (and boarding fees if applicable) for the current term will be paid:

- Failure to maintain satisfactory course progress (visa condition 8202);
- Failure to maintain satisfactory attendance (visa condition 8202);
- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
- Failure to pay course fees; or
- Any behaviour identified as resulting in enrolment cancellation or termination in the *Enrolment Terms and Conditions – Overseas Students*.

Any tuition and boarding fees paid in advance in relation to the student less the current terms' fees as detailed above will be refunded by the School within 28 days of the receipt of written notification of cancellation by the parents.

Arrangements for Refunds

Requests for a refund must be made in writing, signed by the parents and addressed to the Headmaster. Refunds will be reimbursed in Australian dollars within 28 days. Payment will be sent to the parents in their home country, unless otherwise requested in writing by the parents.

Change in Visa Status

If a student becomes an Australian resident during the course of studies or otherwise has a change of visa status such that they no longer require a Student Visa, there will be no adjustment to the fees paid for the remainder of the calendar year.

Tuition Protection Service

If for any reason the School is unable to offer a course before commencement, a full refund of the enrolment fee, and any pre-paid tuition fees (and boarding fees if applicable) will be made within 14 days of notification of course cancellation.

If for any reason the School is unable to continue to offer a course after commencement, a full refund of any pre-paid tuition fees (and boarding fees if applicable) for the proportion of the course not delivered will be made within 14 days of notification of course cancellation.

In these cases the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS). Students will be notified within three working days and the appropriate notifications made in PRISMS.

The TPS ensures that full fee paying overseas 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. Students will either be placed in an alternate course within 14 days or unspent fees will be refunded if an alternative course cannot be found. The outcome of this process will be reported in PRISMS within seven working days.

TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As a registered provider, Cranbrook pays an annual Tuition Protection Service Levy for each calendar year. See www.tps.gov.au for more information.

Consumer Protection

This policy and the availability of complaints and appeals processes does not remove the right to take further action under Australia's consumer protection laws.

Published: 10 June 2019