

# REFUND POLICY INTERNATIONAL STUDENTS

[This refund policy is in accordance with the requirements set down by the Office of Non-Government Education, the registering authority].

	REASON FOR REFUND	NOTIFICATION PERIOD	REFUND
1	Student's application for a visa unsuccessful.	before semester/education service commences.	Full refund (less maximum of \$230 for administrative expenses).
2	Student with a visa withdraws.	<p>more than 10 weeks before semester/education service commences.</p> <p>more than 4 weeks and up to 10 weeks before semester/education service commences.</p> <p>4 weeks or less before semester/education service commences for courses over 10 weeks.</p> <p>After semester/education service commences and during first 4 weeks.</p> <p>After the 4th week.</p> <p>For courses of 10 weeks or less duration If withdrawal is 4 weeks or less before the course commences or once the course commences</p>	<p>90% of a semesters fees paid.</p> <p>70% of a semesters fees paid.</p> <p>50% of a semesters fees paid.</p> <p>40% of a semesters fees paid.</p> <p>No refund.</p> <p>No refund</p>
3	If a provider withdraws offer, fails to provide program offered or terminates an education service.	Before or after education service commences.	Full refund.
4	If a provider withdraws a student from an education service because the student has seriously breached international student visa conditions or the provider's rules or the offer has been given based on incorrect information.	After semester/education service commences.	No refund of the semester's fees and not less than 40% of fees applicable to a subsequent semester.*

*\*This applies to maximum of two semesters only. For example, a student who has paid for more than two semesters in advance and withdraws during semester 1 more than four weeks before the commencement of semester 2, would expect no refund of semester 1 fees, at least 40% of semester two fees and full refund of fees paid for any subsequent semester.*

*Documentary evidence must be provided in support of a refund.*

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