



## FULL FEE PAYING OVERSEAS STUDENT WITHDRAWAL, DEFERRAL AND REFUND POLICY

### 1. WITHDRAWAL

- 1.1. All notifications of withdrawal from a course must be made in writing to the Principal.
- 1.2. As tuition fees are payable twelve (12) months in advance, upon withdrawal the terms of deferral and refund set out below may apply.

### 2. DEFERRAL

- 2.1. Written application for deferral of the tuition requires reasonable notice.
- 2.2. The request for deferral must state clearly the reasons for the deferral. To ensure that the deferral can be approved by the Principal in a timely manner, the written application should include copies of evidence supporting the reasons for the request for deferral.
- 2.3. The fee for processing of the deferral application shall be determined with the Principal and business manager as required.
- 2.4. Upon approval the deferral shall be granted for up to one year. Thereafter written requests must be submitted for deferral for a further year. An additional deferral fee may be applied.

### 3. REFUND

- 3.1. This refund policy applies to tuition fees only.
- 3.2. The application fee is non-refundable.
- 3.3. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.
- 3.4. Other monies which are not related to tuition will be refunded on a pro rata basis, including the overseas student HSC levy if this has been paid by the school on behalf of the student.
- 3.5. The school will refund within 28 days all tuition fees paid where the student's application for enrolment is refused by the school. This is only applicable where the written agreement is the application form and payment of fees has accompanied lodgement of the application form.
- 3.6. The school will refund within 28 days all tuition fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- 3.7. The school will refund within 28 days of the receipt of written notification of cancellation by the student, or parent(s)/legal guardian if the student is under 18, tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
  - 3.7.1. If written notice is received up to four (4) weeks prior to commencement of the course, the school will be entitled to retain an administration fee.
  - 3.7.2. If written notice is received less than four (4) weeks prior to commencement of the course 70% of the course fee will be refunded.
  - 3.7.3. If written notice is received after the commencement date and before the end of the first semester of the student's course, one term's (or ten weeks) course fees will be refunded.
  - 3.7.4. If written notice is received more than six months after the commencement date of the student's course no refund will be made.

- 3.8. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that year.
- 3.9. Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
  - 3.9.1. Failure to maintain satisfactory course progress (visa condition 8202)
  - 3.9.2. Failure to maintain satisfactory attendance (visa condition 8202)
  - 3.9.3. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - 3.9.4. Failure to pay course fees
  - 3.9.5. Any behaviour identified as resulting in enrolment cancellation in Tyndale's Terms of Enrolment
- 3.10. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
  - 3.10.1. If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
  - 3.10.2. If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.

#### **4. FUTHER ACTION**

- 4.1. This policy statement, to be included in all applications and agreements with full fee paying overseas students, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.