



Subject: INTERNATIONAL STUDENT REFUND POLICY	Policy No: INT7 – Version 2
	Effective: March 2002
	Revised: May 2025
Covers: ALL INTERNATIONAL STUDENTS	Review Date: May 2028

VISA REQUIREMENTS:

When tuition and boarding fees (if applicable) have been paid and all forms completed and returned as required, Collegiate will raise an Electronic Confirmation of Enrolment (ECOE) form and Guardianship Declaration (if required). These documents will be copied to you and are needed by you to accompany the Student Visa Application to the Australian embassy or Consulate.

PAYMENT OF FEES FOR CONTINUING ENROLMENT:

Tuition fees, together with any other fees due and owing, will be payable direct to the school in Australian Dollars (AUD). These fees are payable within 30 days of the school's invoice being issued. Invoices are issued prior to the beginning of each school term. A calendar of school term dates has been provided to you in the Offer of Place.

REFUND OF FEES:

If you have paid your fees, as requested in the Letter of Offer, and you are then unable to commence study in Australia, or continue your study at Collegiate School the following refund or fee policy applies to all or part of your fees on the following basis:

- a. If you cancel your place 4 weeks or more before your advised date of commencement, 90% of your fees will be refunded;
- b. If you cancel your place less than 4 weeks before your advised date of commencement, 50% of your fees will be refunded;
- c. If you withdraw after the Term has commenced, no refund is payable and you may be liable for one Term's fees in lieu of providing a written full Term's notice-which is a school policy for all students, local or international and forms part of the enrolment terms and conditions;
- d. If your visa application is refused, a full refund of fees will be made minus the lesser of the following amounts:
 - (a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
 - (b) \$500);
- e. Please note that the medical insurance fee for Overseas Students Health Cover (OSHC) is non-refundable, if it has already been paid to the medical insurer;
- f. If school rules are not adhered to, resulting in a request for a student to leave the school, then no refund will be issued and all fees outstanding are required to be settled immediately.
- g. PROVIDER DEFAULT:
 - If for any reason the School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unspent pre-paid tuition fees* paid to the School will be made within 14 days of the agreed course starting day;
 - If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent pre-paid tuition fees* paid to the School will be made within 14 days of the course School's default day;

- In the event that the School is unable to fulfill its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please see <https://tps.gov.au/StaticContent/Get/StudentInformation>

h. This written agreement, and the right to make complaints and seek appeals of decision 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.

* Unspent pre-paid fees- in the case of the school not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a Legislative Instrument: <http://www.comlaw.gov.au/Details/F2012L01351>

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 study period.

IMPORTANT NOTES: In accepting an offer of place and subsequent enrolment at St Michael's Collegiate School you are accepting the above conditions of the school's refund policy.

Other than the student, only the parent/guardian of the student is able to receive a refund of fees in respect of the student.

PROCESS FOR CLAIMING A REFUND

To begin the process of claiming a refund, please contact our Accounts Department at accounts@collegiate.tas.edu.au.