

Kincoppal - Rose Bay School of the Sacred Heart

REFUND POLICY (OVERSEAS STUDENTS)



Purpose

Describe the purpose or intent of the policy.

Document Management

Relevant to	All Staff All Overseas Students All Parents/Local Support Person/s of Overseas Students
Reviewed by	Director of Teaching and Learning Director of Students Business Manager
Modification history	Created March 2015; Amended May 2015 Updated 2020
Related documents	Deferment, Suspension and Cancellation Policy (Overseas Students) Education Agents Policy (Overseas Students) Student Transfer Request Policy (Overseas Students) Welfare and Accommodation Policy (Overseas Students)
Related legislation	NSW Consumer Law Act, 2013 Commonwealth Competition and Consumer Act, 2010 Education Services for Overseas Students (ESOS) Act 2000 and Regulations 2001 (amended 2015 and 2018) National Code of Practice 2018
Review	The Policy is to be reviewed every three years or in the event of any information or incident that would warrant a review (including legislative or organisational change)

Refund Policy Details

The School's Refund Policy sets out refunds applicable to course fees paid to the School.

1. Fees paid to other parties, e.g. for Holiday Homestay /Local Support Person are not covered by the Schools' Refund Policy.
2. The application for admission fee is non-refundable.
3. Payment of course fees and refunds:
 - Fees are payable in accordance with the Schedule of Fees (International) applying at the time of application and enrolment;
 - We draw your attention to the Withdrawal/Transfer/Payment section and the required one full term's written notice to the Principal by the last school day of the term prior to your daughter leaving the School;
 - An itemised list of compulsory and optional fees is provided in the Written Agreement (National Code Standard 3);
 - All fees must be paid in Australian dollars;
 - Refunds will be paid in Australian dollars using the banking details provided by you to the Business Office;
 - Refunds will be paid to the person/s entering into the Written Agreement unless written notification to the Principal from the person/s entering the Written Agreement to pay the refund to another party has been received.

This Policy does not remove a student's right to take further action under Australia's consumer protection laws.

Refund Schedule

K – Yr 12 All Students - Non Starters	
➤ Acceptance Fee- non-start	➤ Non-refundable
K – Yr 12 All Students	
➤ Non- refundable application fee on application	➤ Non- refundable
K – Yr 12 All Students	
➤ Acceptance Fee	➤ Non- refundable ➤
Yrs 7 – 12 Girls Boarding	
➤ Prepayment – two term’s boarding fees on acceptance of boarding place	<ul style="list-style-type: none"> ➤ Deducted against first instalment of tuition and boarding fees once student has commenced. ➤ A boarding student withdrawing or changing status from boarding to day student part way through Yr 12 will be charged a full Yr’s boarding fees. ➤ A student changes status from boarder to day student without a full term’s notice, a late withdrawal fee of one full term’s fees is applicable. ➤ <i>Refer Section in Schedule of Fees - ‘Withdrawal/Transfer/Payment’</i>

Refunds Prescribed by Legislation

Any refund of pre-paid tuition, non-tuition or unspent prepaid tuition fees in the event of visa refusal or school default is prescribed by legislation (Educational Services for Overseas Students (ESOS) Act, 2000 and Regulations, 2001) (amendments 2015 and 2018).

National Code 2018 Refunds	
STUDENT DEFAULT ➤ Visa refused by Department of Home Affairs	➤ Refund of all pre-paid tuition and non-tuition fees less \$300 administration costs where student produces Department of Home Affairs evidence of refusal
➤ Written notice to the Principal of cancellation of course more than 28 days before start of agreed course	➤ Refund of all pre-paid tuition and non-tuition fees less \$300 administration costs
➤ Written notice to the Principal of cancellation of course less than 28 days before start of agreed course	➤ No refund
➤ Written notice to the Principal for release ➤ From course after start of course and release has been approved by the Principal on reasonable grounds	➤ Refund based on pro-rata fees.
➤ Agreed course not taken up after start date. ➤ Agreed course abandoned without written notice. ➤ Visa conditions breached by student. ➤ Visa cancelled or student expelled for improper actions by student. ➤ Failure to pay course fees	➤ No refund
PROVIDER DEFAULT ➤ Kincoppal-Rose Bay withdraws course before agreed start date and student cannot be placed or student refuses an alternative course arranged by the School, OR	➤ Full refund of any unspent prepaid tuition fees paid to the School will be made within 21 days of the agreed course start date ➤ Unspent prepaid tuition fees will be calculated according to a Legislative Instrument: https://www.legislation.gov.au/Details/F2014L00907 ➤ Provider default is reported to PRISMS within 3 days of course being withdrawn ➤ Student and parent/s are informed in writing within 3 days of course being withdrawn
PROVIDER DEFAULT ➤ Kincoppal-Rose Bay is unable to continue offering course after student commencement and student cannot be placed or student refuses an alternative course arranged by the School	➤ Full refund of any unspent prepaid tuition fees paid to the School will be made within 21 days of the School defaulting. ➤ Calculated according to a Legislative Instrument: http://www.comlaw.gov.au/Details/F2014L00907 ➤ Provider default is report to PRISMS within 3 days of course being discontinued ➤ Student and parent/s are informed in writing within 3 days of notification of course being discontinued
➤ Visa extension is refused	➤ No refund of pre-paid fees

National Code 2018 Refunds

➤ Overseas Student Health Cover (OSHC – Medibank Private)

➤ Refer to OSHC provider