



ST PAUL'S INTERNATIONAL COLLEGE CRICOS Code 00379J

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## REFUND POLICY

1. If the Australian Government fails to issue the student with a Visa, all fees, less an administration charge of A\$600.00, will be refunded.
2. If the student withdraws from the course, the College Director must be notified in writing.
3. If the student withdraws from the course 28 days or more before the commencement date, 75% of course fees will be refunded. If the student withdraws from the course less than 14 days before the commencement date, 50% of course fees will be refunded. No refund will be paid after the course has commenced. However, if a student leaves after 6 months of the Principal Course (excluding ELICOS) the remaining Boarding fees only will be refunded. (No refund of Tuition Fees )
4. All applications for refunds must be addressed to the College Director and signed by parents.
5. All refunds are made in Australian dollars and will be paid within 14 days of receiving a written request for a refund.
6. In the unlikely event that the College is unable to deliver a course such situations are covered by the provisions of the Education Services for Overseas Students (ESOS) Act 2000 and the ESOS Regulations 2001, the details of which can be found at <http://aei.dest.gov.au/ESOS>. Under these provisions the College will, within 14 days of the notice of default, refund all money received.
7. Once the student has completed his/her Course/s at the College, the refundable Damage Deposit, minus any amounts owing to the College, will be paid to the student by cheque on the day s/he is due to leave the College. Should the parents/guardian named on the Acceptance of Offer of Enrolment form wish the cheque to be in their name and not that of the student, a written request must be made four weeks before the student leaves the College.
8. In the unlikely event of a dispute arising from the Terms and Conditions of Enrolment and your Acceptance of Offer of Enrolment, the College advises that it has a Complaints Resolution Process which outlines how complaints can be made and the process by which they are resolved. A copy of the Complaints Resolution Process can be obtained from the College website or by contacting the College directly and requesting a copy. All students are issued with a copy of the Complaints Resolution Process through the Student Handbook. Copies are also posted on noticeboards throughout the College and Boarding Houses. The College Complaints Resolution Process does not in any way remove the right of the student/parents/guardian, or a nominee of their choice, to seek help from the Wollongong Catholic Education Office, or take further action under Australia's consumer protection laws. The Overseas Students Ombudsman offers a free and independent service for overseas students regarding complaints. Enquiries 1300 362 072 or website [www.oso.gov.au](http://www.oso.gov.au).

This agreement, 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.

*January 2021*