

INTERNATIONAL STUDENTS REFUND INFORMATION (POLICY)

Kenvale College has the following refund conditions in respect to the refund of fees to international students studying in Australia. All dollar symbols (\$) in this document represent Australian Dollars (AUD).

Note that this document does not remove the right to take further action under Australia's consumer protection laws.

A. DEFINITION OF TERMS USED IN THIS DOCUMENT

The following definitions may assist in the comprehension of this policy:

1. **Fee Refund:** A process where the Education Institution removes money from the student's Institutional account and makes a payment to the student.
2. **First Trimester's Fee:** A deposit that students pay on acceptance of their offer, and which contributes towards tuition fees in the program. The amount required is fixed and is written on the offer letter.
3. **Study Period:** The appropriate period of enrolment depending on the course the student is enrolled in. This will either be a Trimester or vacation period.
4. **Course Start Date:** The first day of the student's commencement of study. This will usually be the student's first day of classes.
5. **Census Date:** The last day to withdraw from a course without penalty. This is usually the Friday of week 4, after the course start date.
6. **Packaged Program:** A program that includes multiple courses, which may or may not be wholly provided by the College. If some courses within a packaged program are provided by an external party, then refunds relating to that course will not be covered by this document. *(Example: EAP Course with an English School + Our Course)*

B. OTHER REFUND INFORMATION

This information does not apply to students that fall under the following categories:

1. Students who enrolled in an English Language Course provided by another English Language School.
2. An insurance company arranging the Overseas Student Health Cover (OSHC) for the students will have its own refund policy that applies to the refund of fees for OSHC.

C. REFUND PROCEDURE

All requests for refunds of fees must be made in writing on the appropriate form which may be obtained from the Admissions Team in Kenvale College or from the College Intranet.

In addition, the following forms may also need to be completed depending on the circumstances under which the student is requesting a refund:

- *12-03-003 International Student Refund Form* – new students only
- *01-03-052 Changing Of Education Provider Notice* – continuing students
- *04-02-039 Insurance Company Refund* – for cancellation of OSHC

Requests for refunds should normally be made within 14 days of an event which qualifies the student for a refund. Students must ensure that all sections of the form are completed before submission to Kenvale College, and they must attach all supporting documentation.

Contact details must be provided, including at least one telephone number and one valid email address. The refund request form must be signed by the student, or in the event that the student does not have the capacity to do so, by the student's parent or guardian, or spouse/partner.

The Refund form must then be returned to the College in order for the fee refund to be released.

Failure to comply with the above may cause processing delays. Incomplete forms or forms without sufficient supporting documentation cannot be processed.

D. ELIGIBILITY FOR REFUND OF FEES

Refunds will be granted according to the following guidelines:

1. Special Consideration

Special consideration may be given to any refund request regardless of other provisions set out in the rest of this document. This may change the amount of fees that are refunded.

1.1 Withdrawal due to exceptional circumstances may be accepted as grounds for either a total or partial refund of fees. Exceptional circumstances may include but are not limited to:

- A student visa application being refused prior to the commencement of the program,
- Serious illness or disability which prevents continuation of study,
- Death or serious illness of the student or a member of their immediate family (parent, sibling, spouse, or child), and
- Political or civil unrest, or natural disaster.

1.2 All applications for special consideration must be accompanied by evidence documenting the circumstances (e.g. Medical certificate).

2. **Students who are not Eligible for Refund**

- 2.1 Students are not eligible for a refund if it is found that:
- their visas were cancelled due to breaching the conditions of the visa; or
 - they had been refused visas due to fraud or having provided fraudulent documents to Kenvale College; or
 - they arrived to Australia after the course start date.
- 2.2 If a student who is found to have provided false or misleading information to Kenvale College, the College reserves the right to retain up to 100% of any fees paid.
- 2.3 A student who withdraws from a course after the census date of the relevant study period will not be eligible for a refund unless special consideration is given.
- 2.4 A student who has credit in their account but is not completing their studies in that study period will not be eligible for a refund unless special consideration is given. The credit will remain in the student's account and will be allocated towards tuition fees for subsequent trimesters.
- 2.5 A student who defers for one trimester, and does not recommence their studies in the subsequent trimester, will be required to pay full trimester fees again. No refund will be given for fees paid initially.
- 2.6 A student who pays for the packaged course, and decides to withdraw from the college before course commencement will not be given a refund for payment made towards the main course.
- 2.7 A student who applied for a student visa while studying or commenced studies while holding a Bridging visa A, but had the visa application rejected, will not be given a refund if the rejection occurred after Census Date.
- 2.8 Enrolment and bond fees (for packaged courses) are non-refundable.
- 2.9 Course Resources Fees, Amenities Fees, RSA/ First Aid Course fees and Uniform Fee are non-refundable

3. **Refund Schedule**

The below table explains the percentage the student can get as a refund if he meets the eligibility conditions.

Withdrawal Date Deduction	Refundable percentage
Visa rejection or Special Consideration prior to course commencement date	100%
Four or more weeks prior to course commencement date	100%
Less than four weeks prior to course commencement Date	80%
After commencement date but before census date	50%
After census date of the commencing study period	No refund

Where a student has completed a course in a packaged program and did not meet the conditions to allow them to commence the next course in the packaged program, they may make a request for a new offer package or alternative offer to be issued. Alternatively, if the student decides to withdraw, then a deduction will be made according to the refund schedule above, i.e. failure to complete the first component of a package course does not entitle the student to a full refund, but instead to a partial refund.

E. PAYMENT OF REFUNDS

1. Payment of refunds will be made within four weeks of receiving the *12-03-003 International Students Refund form*.
2. Payment will be made to an account in the student's country of permanent residence, except where the student has a valid visa beyond the conclusion of their program.
3. Refund payments will be made in Australian Dollars (AUD)
4. Payment will be made by electronic funds transfer (EFT) to a recipient within Australia and by telegraphic transfer (TT) to a recipient overseas.
5. Refunds will be made payable in the name of the student unless:
 - 5.1 The student is transferring to another institution in Australia, and has nominated this institution as the payee on the refund request form,
 - 5.2 The student has nominated another recipient and provided his/her full details in the *12-03-003 International Students Refund Form*
6. If the payment was made by another person (other than the student), the amount will be refunded to the person who originally made the payment. For example: if the parents paid the amount, then the refund will be transferred to their bank account.

F. TUITION PROTECTION SCHEME (TPS)

1. In the event that the College is unable to deliver the student's course in full, the student may be offered enrolment in an alternative course at no extra cost to the student or be given a refund.
2. Where the College is unable to provide a refund or place a student in an alternative course, the Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at another education provider at no extra cost to the student.
3. Where TPS cannot place the student in a suitable alternative course, the student is eligible for a refund calculated by TPS. More information on TPS can be found at <https://tps.gov.au/StaticContent/Get/StudentInformation>