

REFUND POLICY

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed.

1. This policy outlines refunds applicable to course fees paid to the school including any course fees paid to an education agent to be remitted to the school. e.g., in the case of course fees collected by IDP.
2. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
3. The enrolment application fee is non-refundable.
4. Payment of Course Fees and Refunds
 - a. Fees are payable according to the School's Fees Policy and the invoice included in the International Enrolment Agreement.
 - b. An itemised list of school fees is provided in the school's written agreement (as per NC Standard 3.1.b)
 - c. All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - d. Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal.
6. Student default because of visa refusal
 - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim form from the student, the total amount of course fees received by the school before the student's default day, minus the lesser of
 - 5% of the amount of course fees received or
 - AUD 500.
 - b. If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).
7. Student default
Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).

a. Non-tuition fees:

Non-tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

b. Non-commencement with no notification of withdrawal:

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, a maximum of ten weeks tuition fees received will be retained from tuition fees received by the school.

c. Non-Commencement with notification of withdrawal:

- i. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) 4 or more weeks prior to commencement, the school will refund the amount of tuition fees received less an administration fee of \$500 and an application fee of \$110.
- ii. If the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than 4 weeks prior to commencement of the course, the school will refund 50% of the tuition fee.

d. Refunds after commencement of a course:

- i. If tuition fees for up to 1 study period have been received in advance:
Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the relevant study period, no tuition fees will be refunded.
- ii. If tuition fees for more than 1 study period have been received in advance:
If fees for more than one study period have been received in advance, and the school receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18), the school will refund the amount of unused tuition fees less one term's fees, provided that at least 10 weeks written notice of withdrawal has been received.

NB: Where less than 10 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less two term's fees.

e. Refunds in the event of a provider initiated cancellation of enrolment:

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- i. Failure to maintain satisfactory course progress (visa condition 8202). Please see School Deferment, Suspension and Cancellation Policy 7.b.
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please see School Deferment, Suspension and Cancellation Policy 7.b.
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please see School Deferment, Suspension and Cancellation Policy 7.a.ii.
- iv. Failure to pay course fees.

- v. Any behaviour identified as resulting in enrolment cancellation in Ipswich Girl's Grammar School's Student Code of Conduct. Please see Overseas Student Handbook for a copy of the School's Student Code of Conduct: <http://www.iggs.qld.edu.au/?name=International-Students>

8. Provider Default

- a. 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 unused tuition fees* received by the school with respect to the student will be made within 14 days of the agreed course starting day.
- b. 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 unused tuition fees* received by the school with respect to the student will be made within 14 days of the course school's default day.
- c. In the event that the school is unable to fulfil 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>

*Calculation of the refund due in this case is prescribed by a legislative instrument (s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).
<http://www.comlaw.gov.au/Details/F2014L00907>.

- 9. 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.

Definitions

- a. Non-tuition fees – fees not directly related to provision of the student's course, including accommodation fees, stationery costs, uniform costs, Overseas Student Health Cover (OSHC), Queensland Curriculum and Assessment Authority (QCAA) fees, English language support, Year level camps or boarding camps, excursions, social events, extra-curricular activities.
- b. Tuition fees – fees directly related to the provision of the student's course including use of the School's facilities and access to the School's teaching staff and curriculum including tuition fees, enrolment confirmation fee, enrolment application fee, annual administration fees, textbook hire levies, boarding levy, technology levy, Vocational Education & training levy, subject specific camps e.g. geography camp.
- c. Course fees – the sum of tuition fees and non tuition fees received by the school in respect of the student in order for the student to undertake the course.
- d. Study period - a discrete period of study within a course which cannot exceed 24 weeks. Ipswich Girls' Grammar School including Ipswich Junior Grammar School defines a "study period" as one semester or two terms.

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.