



REFUND POLICY

The St John's Refund Policy applies to Tuition and Non tuition fees.

The Application for Registration fee and Homestay Placement fee are non-refundable.

Applications for **refunds must be made in writing to the Principal**. Any refunds will be made in the same currency in which the fees were paid, directly to the person who has entered into contract unless that person directs, in writing, to pay the refund to someone else. A statement of how the refund amount has been calculated will be forwarded to the person who entered into the contract.

STUDENT DEFAULT

Note: Specific refund provisions for certain fees may also apply in cases of student default. Please refer to the 'Other' section below.

Visa Refusal

All tuition and non-tuition fees paid in advance will be refunded in full, within 4 weeks if a **visa application is refused** (providing that a written notification is received from the Australian Embassy).

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 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 unused tuition fees is done in accordance with the refund specification under ESOS, Section 47(E). Refer to s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014.*

Non-commencement with notice

If the student withdraws his/her enrolment, prior to the arrival in Australia, the College will refund to the student, the tuition and non-tuition fees due no later than 4 weeks after notice is given by the student in writing.

Non-commencement with no notice to withdraw from course

If the student fails to advise that they will not be starting their course prior to the agreed start date, the College will retain a fee equal to 1 term's tuition (St John's Anglican College) or 10 weeks ELICOS (St John's International College) and the balance of the tuition and non-tuition fees paid in advance will be refunded. The request for refund of fees (tuition and non-tuition) should be made in writing, signed by you, to the Principal, email sbain@sjac.qld.edu.au. The refund will be made within 4 weeks of receiving the claim.

Refunds after the commencement of the course

If the student cancels after the course starts, the College will require 1 full term's notice in writing or the payment of 1 term's tuition fee in lieu of the required notice. On receipt of written notice of withdrawal, the balance of the tuition and non-tuition fees will be refunded within 4 weeks of receiving the claim. Requests for refunds must be made in writing, signed by you, to the Principal.

Failure to maintain Visa conditions as listed

Unless approved by the Principal, no refund of tuition and non-tuition fees will be made where the student's enrolment is cancelled for the following reasons –

Failure to maintain satisfactory **course progress** – Visa condition 8202 and St John's Course Progress and Attendance Policy

Failure to maintain satisfactory **attendance** – Visa condition 8202 and St John's Course Progress and Attendance Policy

Failure to maintain **approved Welfare and Accommodation arrangements** – Visa condition 8532 and St John's Welfare and Accommodation Policy

Any **behavior which is in conflict with the ethos of the College** and not as outlined in the Student Code of Behavior Policy resulting in the cancellation of enrolment – St John's Deferment, Suspension and Cancellation of Enrolment Policy
Failure to pay fees

OTHER

Homestay Fees

Cancellation more than 28 days before course start date – full refund of the prepaid amount.
Cancellations within 28 days of course start date (including the course commencement) refund of the balance of the fees paid in advance amount less 2 weeks Homestay fees.

Overseas Health Cover

Cancellation before course starts – full refund of the fees paid for this cover.
Cancellation after course commences is by application to the Health Care Cover provider.

Student Services Fee

Cancellation before course starts – full refund of the fee.
Cancellation after course commences – there will be no refund.

Enrolment Bond

Cancellation after the course starts, the Enrolment Bond will be refunded in full, except where less than one full term's written notice is given, College resources have not been returned, or an enrolment has been cancelled.

The student becomes an Australian resident during the course of studies

If the student becomes an Australian resident during the course of studies (i.e. change in visa status), the student will continue to pay the full overseas fee for the duration of the calendar year.

SCHOOL DEFAULT

If for any reason St John's of **unable to offer a course** on an agreed starting date for a course and the student cannot be placed or refuses placement in an alternate course arranged by the College then a full refund of any unused tuition fees* paid to St John's will be refunded within 14 days of the agreed course start date.

If St John's is **unable to continue offering a course** after the student has commenced a course, and the student cannot be placed or refuses placement in an alternate course arranged by the College then a full refund of any unused tuition fees* paid to St John's will be refunded within 14 days of the Colleges default date.

**Calculation of unused tuition fees is done in accordance with the refund specification under ESOS, Section 46D(7).
[Refer to s.7 of Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#)*

In the event that St John's is unable to meet its obligations to –

- offer a course on an agreed starting date for a course, or
- the student cannot be placed or refuses placement in an alternate course arranged by the College, or
- a refund cannot be paid then the student will receive assistance from the Australia governments' Tuition Protection Service. For information on the TPS please refer to -

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Refund provisions for any default by FSAC Ltd are made in accordance with the ESOS Act and ESOS Regulations 2014, National Code of Practice of Practice for Providers of Education and Training to Overseas Students 2007

St John's Anglican College and St John's International College fees are determined by the FSAC Ltd Board and are subject to alteration without notice. All tuition fees will be subject to variation as a result of any changes in Australian Government laws, regulations and charges.