

# REFUND POLICY

Human Resources and Compliance

Version 2.1

Last Reviewed: 23 July 2018



## 1 Statement

FSAC Ltd trading as St John's International College and St John's Anglican College (the College) is committed to informing intending students of their fee schedule at a reasonable time prior to a written agreement being signed. This policy applies to Tuition and Non-Tuition fees and forms part of the student's written agreement. Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and in accordance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students (the National Code).

## 2 Scope

This policy applies to the College Council members, employees, international students and their parents/legal guardians.

## 3 Principles

This policy is based on the following principles:

- International Students have the right to feel safe, be listened to, be involved in decisions that affect them, have their cultural values respected, not be unjustly discriminated against based on their status, activities, expressed opinions or beliefs of their parents or carers, and have their best interests considered.
- Students under the care of the College should be provided with the knowledge and information they require to feel empowered to act in the event of abuse or neglect.
- The College acknowledges that International Students are unique and valued individuals and deserve to be treated with care and respect.
- The College recognises that respect for students is the foundation on which all policies and procedures are developed.
- The College is committed to promoting the wellbeing of International Students under its protection by protecting their security, safety and wellbeing.

## 4 Student Protection

The College supports the rights of children and young people and is committed to ensure the safety, welfare and wellbeing of students. The College is therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees. This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.



## 5 Refund applications

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 the 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.

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

## 6 Student default

### 6.1 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 College 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 College 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 the *Education Services for Overseas Students Act 2000* (ESOS Act), Section 47(E).

Refer to s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014.

### 6.2 Non-commencement with notice

If the student withdraws his/her enrolment, prior to 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.

### 6.3 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. The refund will be made within 4 weeks of receiving the claim.

### 6.4 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.



## 6.5 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**, refer to Visa condition 8202 and the College's *Course Progress, Attendance and Course Duration Policy*;
- failure to maintain satisfactory **attendance**, refer to Visa condition 8202 and the College's *Course Progress, Attendance and Course Duration Policy*;
- failure to maintain **approved Welfare and Accommodation arrangements**, refer to Visa condition 8532 and the College'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 Conduct* resulting in the cancellation of enrolment, refer to the College's *Deferment, Suspension and Cancellation Policy*;
- **failure to pay** fees.

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

## 7 Other fees

### 7.1 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.

### 7.2 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.

### 7.3 Student Services fee

Cancellation before course starts – full refund of the fee.

Cancellation after course commences – there will be no refund.

### 7.4 Enrolment Bond

The Enrolment Bond will **not be refunded** unless one full term's notice is given; if the College resources have not been returned, and if student's enrolment has been cancelled.



## 7.4 Student becomes an Australian resident during the course of studies

If the student's visa subclass changes from an International Student visa during the course of mainstream (P-12) studies (i.e. change in visa status), the student will continue to pay the full International student fees until the next billing period. The College billing period is generally every 6 months.

## 8 College Default

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

If the College is **unable to continue to offer a course** after the student has commenced the 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 the College, will be refunded within 14 days of the College's default date.

\*Calculation of unused tuition fees is done in accordance with the refund specification under the ESOS Act, Section 46D (7).

Refer to s.7 of Education Services for Overseas Students (Calculation of Refund) Specification 2014

In the event that the College 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.

Students can receive assistance from the Australian governments Tuition Protection Service (TPS). For information on the TPS please refer to - <https://tps.gov.au/StaticContent/Get/StudentInformation>.

The Colleges 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.

## 9 Privacy

Personal information that may be obtained, stored and released is done so in accordance with the *Privacy Act 1988*. For further information please refer to the college's *Privacy Procedure*.



## 10 Accountabilities and Responsibilities

The table below outlines the accountabilities and responsibilities for governing and managing the College.	
College Council:	Is responsible for ensuring the proper and effective management and operation of the College. This includes defining and monitoring the strategic direction, developing and monitoring policies, monitoring the effectiveness of the College Council and College, and establishing control and accountability systems.
Principal:	Is responsible for the administration and implementation of the College's strategic direction, policies and procedures and control and accountability systems developed by the College Council. The Principal works closely with and is accountable to the College Council for leading the College to deliver high quality curriculum and educational outcomes, excellence in teaching and learning, a strong College community and driving market growth.
Manager Human Resources and Compliance:	Is responsible for ensuring the achievement of College strategic objectives through the development and application of best practice Human Resource Management principles and practices that comply with legislative requirements. The Manager Human Resources and Compliance works closely with and is accountable to the Principal for developing, implementing and evaluating an appropriate policy framework compliant with all statutory requirements.
Employees:	Are expected to abide by all College policies and procedures.

## 11 Related policies, procedures and other documents

### 11.1 Policies

Complaints and Appeals Policy

Course Progress, Attendance and Course Duration Policy

Deferment, Suspension and Cancellation Policy

Entry Requirements Policy

International College Homestay Management Policy

Student Transfer Request Policy

### 11.2 Procedures

Accommodation and Welfare Procedure

Privacy Procedure

### 11.3 Other documents

Australian Privacy Principles

College Vision, Mission and Values Statement

Student Code of Conduct



## 11.4 Legislation

*Child Protection Act 1999 (Qld)*

*Education Services for Overseas Students Act 2000*

*National Code of Practice for Providers of Education and Training to Overseas Students 2018*

*Privacy Act 1988*

## 12 Approval

This policy was issued on 23 July 2018 under the authority of the Principal. This document represents the current policy of the College until it is revised or rescinded.

## 13 Managing this policy

### 13.1 Review

This policy is to be reviewed every two years or earlier if necessary. The Manager Human Resources and Compliance is responsible for reviewing or making approved modifications to the policy.

## 14 Authorisation

Suzanne Bain  
Principal  
Date: 23 July 2018