



INTERNATIONAL STUDENT REFUND POLICY AND PROCEDURE

Approved: Principal

Date approved: 4 October 2017

Responsible Officers: Manager, International Programs, Chief Financial Officer

Policy Review Date: 4 October 2018

Rationale

In accepting the Terms and Conditions of enrolment through payment of the prescribed fees to Billanook College in order to attain a Confirmation of Enrolment, parents of FFPOS are also accepting the following:

Refund Policy Conditions

1. Refunds in circumstances of failure to attain a relevant entry Visa to Australia.
 - In the event that the student is prevented from entering Australia as a result of non-qualification for an entry visa of any description, the College shall agree to refund in full all pre-paid fees as listed in the Letter of Offer with the exception of the Non-Refundable Administration Fee.
 - In this instance, the College will require documentary evidence of visa rejection to be provided by the parent of the applicant or their appointed agent.
2. Refunds in circumstances where the decision to withdraw from enrolment is being made by the parent after the College has issued a Confirmation of Enrolment (CoE) but prior to commencement of formal studies.
 - a. Prior to entry into Australia by the student
 - In the event that this decision is being made prior to the student entering Australia, a penalty of one term's tuition fees shall be deducted from the refundable sum in addition to forfeiture of the Administration Fee, regardless of the advance notice provided in writing to the College Principal.
 - In these circumstances, the College shall be required to implement the International Student Release and Transfer Policy if the intent of the applicant is to accept a place with an alternative education provider in Australia.
 - b. After entry into Australia by the student (eg. whilst attending an ELICOS Program)
 - In the event that this decision is being made after the student has entered Australia, a penalty of one semester's tuition fees shall be deducted from the refundable sum in addition to forfeiture of the Administration Fee, regardless of the advance notice provided in writing to the College Principal.
 - In these circumstances, the College shall be required to implement the International Student Release and Transfer Policy if the intent of the applicant is to accept a place with an alternative education provider in Australia.

3. Refunds in circumstances where the decision to cancel the enrolment place is being made by the College for any reason prior to, or after arrival, of the student in Australia, but prior to formal commencement of studies in accordance with the CoE.

Reasons for cancellation may include but not be limited to:

- i. Student failure to reach the required level of English language proficiency within the prescribed period of time through the ELICOS Program;
 - ii. Poor conduct by the student whilst enrolled in the ELICOS Program, be that whilst in attendance at the ELICOS Centre or out of ELICOS Centre attendance hours;
 - iii. Refusal by the student to undertake any prescribed objective Assessment of Readiness for Mainstream Studies (eg on-shore AEAS Test) as directed by the College prior to commencement;
 - iv. Proven or suspected non-disclosure of physical or mental health information relating to the applicant, by the parent or their agent.
 - In the event that the College is choosing to cancel the enrolment place a full refund of all pre-paid fees shall occur with the exception of the Non-Refundable Administration Fee.
 - In these circumstances, the College shall be required to strictly implement the International Student Cancellation and Suspension Policy and Procedures.
4. Refunds in circumstances where the parent is choosing to withdraw the student from enrolment after the student has commenced mainstream studies at Billanook College.

NB: *Billanook College strictly applies the minimum six month (one semester) initial enrolment requirement in accordance with the ESOS National Code.*

- In accordance with the Terms and Conditions for International Students, in these circumstances, the parent must provide one full term's written notice of Intent to Withdraw their child from enrolment to the Principal of Billanook College.
 - If sufficient notice of Intent is provided in writing then a full refund of any non-allocated pre-paid fees shall occur. Non-allocated pre-paid fees are those deemed not to have already been committed to provision of educational or other services to that student at the date of termination of enrolment.
 - If insufficient notice of intent is provided to the Principal, a penalty of one additional full term's fees shall be deducted from any refund or charged to the parents.
5. Refunds in circumstances where the College is choosing to cancel the student enrolment after the student has commenced mainstream studies for any reason, in accordance with the International Student Cancellation and Suspension Policy and Procedures, including but not limited to:
 - i. Unsatisfactory student attendance;
 - ii. Unsatisfactory course progress within a semester;
 - iii. A decision by the College that the student has not qualified for transition to the next year of study and therefore an inability of the College to offer the student a course of study that allows them to complete their study program within the time framed permitted by their CoE;
 - iv. Serious breach of the Student Code of Conduct;
 - v. Serious breach of the provisions of the Confirmation of Approved Accommodation and Welfare (CAAW);
 - vi. Failure by the parents to maintain their contractual obligations to Billanook College;
 - vii. Proven or suspected non-disclosure of a significant physical or mental health matter relating to their child by the parent.

- In all circumstances of cancellation of enrolment, the College undertakes to refund any non-allocated pre-paid fees beyond the current semester of study. Billanook College shall retain all pre-paid allocated fees for educational and other service provision within the current semester of study.

Principal's Discretion

The Principal reserves the right to vary these refund conditions in favour of the parent at any time where compassionate and compelling circumstances are proven to exist. It is the responsibility of the parent or their agency representative to present in writing to the Principal any such evidence of compelling and compassionate circumstances for consideration.

Access to Grievance Resolution Process

In the event that the parent or the agency representative wishes to appeal a refund decision by Billanook College, they have the right to lodge an internal appeal in writing in accordance with the Billanook College International Student Complaints and Appeals (Grievance) Policy and Procedures listed on the International section of the College website.

Right to Pursue Legal Remedies

This International Student Refund Policy and Procedures does not remove the right, under Australia's Consumer Protection laws, to pursue other legal remedies.

Administrative Procedure for Claim of Refund

1. Notification either by the College to the parent or by the parent to the College that the student enrolment is being either cancelled or withdrawn, resulting in an agreed date of cancellation of the CoE and CAAW as required on PRISMS.
2. Billanook College issues the Request for Refund form to the parent for completion and as directed.

NB: Billanook College shall ONLY act on the explicit direction of the parent in issuing refunds.

3. Upon receipt of the completed Request for Refund form, the College undertakes to transfer the refundable sum into the parent nominated bank account within 14 days.
4. Parents may request a final summary of account as supporting documentation. This request may be directed to the Registrar by email at any stage prior to the final transfer of the refund.