



RTO NO. 30526

ST JAMES COLLEGE

*A Catholic School in the
Edmund Rice Tradition*



EDMUND RICE EDUCATION
AUSTRALIA
CRICOS NO. 00715J

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INTERNATIONAL STUDENT 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.
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 St James College Student Fee Statement available on the college website www.stjamescollege.qld.edu.au
 - b. An itemised list of school fees is provided in the St James College Letter of Offer – Written Agreement
 - c. All fees must be paid in AUD unless otherwise approved. Refunds will be reimbursed in the same currency as fees were received unless payment in that currency is impractical.
 - d. Refunds will be paid to the person who enters into the Letter of Offer - 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 using the St James College Refund Request Form and submitted to the College Leadership Team.
6. **Student default cause of a visa refusal**
 - a. If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration and Border Security) 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 from the student the total amount of course fees received by the school before the student's default day, minus the lesser of
 - i. 5% of the amount of course fees received, or
 - ii. \$500 AUD
 - 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 by the college. The Application Fee is non-refundable. Students (or parent(s)/legal guardian if the student is under 18) may apply for a refund of OSHC through the relevant provider
- 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, up to 80% course fees 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 \$750 AUD.
 - 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. Where the student (or parent(s)/legal guardian if the student is under 18) notifies the school in writing of withdrawal before completing the term/semester, no tuition fees will be refunded.
- ii. If fees for more than one term/semester 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 \$750 AUD Administration Fee of amount received, provided that at least 4 weeks written notice of withdrawal has been received.

NB: Where less than 4 weeks' notice of withdrawal is received, the school will refund the amount of unused tuition fees less

- i. 20% of the amount received if written notice is received less than four weeks prior to the commencement date
- ii. 50% up to a maximum of one term's fees, if written notice is received with six months following the commencement date of the student's course,

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 refer to the CRICOS Handbook that can be found on our college website www.stjamescollege.qld.edu
- ii. Failure to maintain satisfactory attendance (visa condition 8202). Please refer to the CRICOS Handbook that can be found on our college website www.stjamescollege.qld.edu
- iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please refer to the International Student Care Australia (ISCA) Homestay website www.isca.net.au
- iv. Failure to pay course fees.
- v. Any behaviour identified as resulting in enrolment cancellation in St James College's Behaviour Policy/Code of Conduct. Please refer to the International CRICOS Handbook that can be found on our college website www.stjamescollege.qld.edu

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 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 Application Fee, Overseas Health Cover (OSHC), Queensland Curriculum and Studies Authority (QCAA) Levy & Uniforms
- b. Tuition fees – fees directly related to the provision of the student's course, including text books, laptop and charger.
- 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. Term – one term is equivalent to ¼ of one year. There are four terms in one year.
- e. Semester – one semester is equivalent to ½ of one year. There are two semesters in one year.

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 billing period.