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Documents: Refund Request Form

References:

Relevant Standards: ELICOS National Standards 2018
 Education Services for Overseas Students (ESOS) Act 2018
 National Code of Practice for Providers of Education and Training to Overseas Students 2018

Authorised:
Position: Principal

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PURPOSE

The purpose of this policy and procedure is to explain the conditions under which Blackfriars Priory School (Blackfriars) may apply a refund to international students in compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018. This policy and the availability of complaints and appeals processes does not remove the right to take further action under Australia's consumer protection laws.

BACKGROUND

Blackfriars is committed to providing a clear, easy to understand, fair and transparent refund process to international students and potential international students. Blackfriars shall treat all applications for withdrawal or refund in confidence.

Details concerning the scope of Blackfriars Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Prospectus, Application for Enrolment, Blackfriars website, International Student Program Application Process, Letter of Offer and Attendance Agreement.

POLICY

No request for refund will be considered unless the student has completed and submitted Blackfriars Refund Request Form, available online at international.blackfriars.sa.edu.au or from International Student Program Officer.

A student may lodge an appeal against any refund decision reached by Blackfriars in accordance with Catholic Education SA (CESA) Complaints and Appeals Policy. A student making an appeal also has the right to pursue other legal remedies.

On receipt of the Refund Request Form, the International Program Officer will notify the student of the decision within five (5) business days.



Refund Conditions

1. Students will receive a full refund of their tuition and course fees only if certified evidence from Australian Immigration authorities is provided within 14 days of the student receiving notice of a Visa application rejection.
2. Students will receive a refund of tuition and course fees paid, less 20% if, more than 28 days before the commencement of the course, a student provides written notification of cancellation or withdrawal from the course for any reason other than the rejection of the Visa application.
3. No refund is due if a student is required to leave Blackfriars due to a break in Visa conditions, including unsatisfactory attendance or unsatisfactory progress in the course, or a breach of school rules.
4. Other than the exceptions contained in 1,2,3 above, written notice of one semester is required prior to students withdrawing from Blackfriars. Failure to provide notice in writing will incur a payment of one semester's tuition and course fees.
5. Refunds will be made in Australian Dollars only, to a nominated bank account in the name of the student or approved member of his family.
6. Course fees are not transferable to other education providers.
7. The refund will be paid 4 weeks after notification by the student of withdrawal from the course.

Refund Procedure

1. A student requesting a refund should complete Blackfriars Refund Request form, available online at international.blackfriars.sa.edu.au or from the International Program Officer.
2. The student should send the completed Refund Request Form to the International Student Program Officer. Any documents supporting the application should be attached to the Refund Request Form. Incomplete forms will not be accepted.
3. The International Student Program Officer will notify the student of the decision within five (5) business days of receiving the request and send this notification to the email address specified on the submitted Refund Request Form.
4. If the refund is not approved, the International Student Program Officer will notify the student of the decision and state that the student has the right to appeal the decision in accordance with Blackfriars Complaints and Appeals Policy. This notification will be sent to the email address specified in the submitted Refund Request Form.
5. If the refund is approved, refunds will be submitted for payment within 28 business days of the refund being approved. Refunds will be processed to the nominated bank account advised on the Refund Request Form. Refunds will be processed in Australian dollars.
6. Blackfriars will not be responsible for bank delays in processing any transfers and a student applying for a refund should be aware that international transfers may not be received for 7-10 days after Blackfriars has made the transfer.