



1. Preamble

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 3 requires that registered providers formalise their enrolment of students through a written agreement with the Full Fee-Paying Overseas Student (FFPOS). The written agreement must set out the responsibility of each party including the provider's refund policy.

2. Purpose

The purpose of this policy is to ensure that parents are aware of fees and charges if their son is unable to commence at Christ Church Grammar School (the School), withdraws from the School, or his enrolment is terminated by the School. The policy sets out the amounts which may be refunded and the process for providing a refund. All enrolled FFPOS are bound by the provisions of this policy.

3. Definitions

Compassionate or compelling circumstances are circumstances beyond the control of the student which are having an impact on the student's wellbeing or progress through a course. These are determined by Christ Church Grammar School, but could include:

- Serious illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies or
- A traumatic experience, which could include
 - Involvement in or witnessing of a serious accident; or
 - Witnessing or being victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologist's reports)
- A global pandemic preventing the student from leaving his home country or border closures preventing entry to Australia
- Where Christ Church Grammar School is unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which he is eligible to enrol

Day means any day including weekend and public holidays in or out of term time

PRISMS means Provider Registration and International Student Management System.

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

Student means a full fee-paying overseas student

4. Policy principles

4.1 Terms of Refund

Fees are as per the Christ Church Grammar Schedule of Fees and Charges for Full Fee-Paying Overseas Students and all refunds will be payable in Australian dollars by electronic transfer within 14 working days of confirmation of the reasons for withdrawal. Refunds will be made payable to the person who entered the written agreement with Christ Church Grammar School.

Any refund of course fees in the event of visa refusal or school default is prescribed by section 47D (4) and 46D of the ESOS Act.

4.2 Obtaining a Refund

All applications for a refund must be made in writing to the Principal.

4.3 Refund Guidelines

Refund Guidelines are outlined in **Table 1** attached.

In the case of Christ Church Grammar School not being able to provide the course in which the student is enrolled, unspent pre-paid tuition fees will be calculated according to the *Education Services for Overseas Students (Calculation of Refund) Specification 2014*. Students may also be eligible to receive assistance from the Australian Government's Tuition Protection Service (TPS). For information on the TPS please see: www.tps.gov.au

If a student changes Visa status e.g. becomes a temporary or permanent resident of Australia, the parent will continue to pay full overseas fees for the duration of the Semester.

4.4 Exceptions to this Policy

Exceptions to this Policy may be made by the Principal when the reasons for the student withdrawal are for compassionate or compelling reasons (see Definitions page 1).

5. Related Legislation and Policies

Education Services for Overseas Students Act (2000)

Education Services for Overseas Students (Calculation of Refund) Specification 2014

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

FFPOS Deferment, Suspension and Cancellation of Studies Policy

FFPOS Monitoring Course Progress and Attendance Policy

FFPOS Transfer Policy

Schedule of Fees and Charges – International Students

Table 1: Refund Schedule For Full Fee-Paying Overseas Students

Reason for refund	Notification period	Refund amount	Action
Student visa application unsuccessful	<ul style="list-style-type: none"> Before the semester/education service commences 	Refund of total fees paid less the following amount: The lesser of: <ul style="list-style-type: none"> a. 5% of the total amount of pre-paid fees received by the School or a. the sum of \$500 	
Student with a student visa withdraws from the School	<ul style="list-style-type: none"> Two (2) weeks or less before semester/ education service commences After semester/ education service commences 	Student refunds will be based on unexpended tuition fees. No refund of the semester fees after the first four-week period of study has been completed. Refund of all other monies paid in advance and within four (4) weeks of the student default or withdrawal	If a refund has been issued, notify the secretary and TPS Director via PRISMS of student defaults and outcomes within 14 business days
Should the School default and withdraw an offer, fail to provide the program offered or terminate an education service	<ul style="list-style-type: none"> Before semester or after semester or education service commences 	Refund of all monies paid to date within four (4) weeks after notification	Notify the secretary and TPS Director via PRISMS of default within 14 business days
If the School withdraws a student from an education service because the student has breached international student visa conditions or the rules of the School	<ul style="list-style-type: none"> After a semester or education service commences 	No refund of the semester fees in which the education service has commenced. Refund of all other monies paid in advance and within four (4) weeks of the student default or withdrawal	

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