



PENLEIGH AND ESSENDON GRAMMAR SCHOOL

Refund Policy

- 1) This refund policy applies to all course monies paid to the school
- 2) It excludes any course monies paid to an education agent, as all course monies, including tuition fees, are required to be paid directly to the school.
- 3) The application fee is non-refundable.
- 4) Payment of Course Fees and Refunds
 - a. The fee-in-advance is payable within three weeks of accepting an offer of a place.
 - b. The fixed and compulsory school fees are payable in the month of December prior to the school start year.
 - c. All fees must be paid in Australian dollars.
 - d. 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 calendar year.
 - e. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
 - f. Refunds will be paid to the person specified in the written agreement.
- 5) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Registrar's Office.
- 6) Unsuccessful Enrolment / Visa Rejection
 - a. The school will refund within 28 days all course monies paid where the student's application for enrolment is not accepted.
 - b. The school will refund within 28 days all course monies paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.

7) Student Default

- a. Course monies will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable application fee payment of behalf of the student has been made.
- b. If the parent/legal guardian does not provided written notice of withdrawal and does not start the course on the agreed starting date, only two terms' fixed and compulsory fees will be refunded from the annual fees paid and the fee-in-advance retained.
- c. Upon receipt of written notification of withdrawal from the parent/legal guardian, the school will refund within 28 days, fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - i. If written notice is received 4 weeks prior to commencement of the course, the school will be entitled to retain the fee in advance.
 - ii. If written notice is received less than 4 weeks prior to commencement of the course 50% of the fixed and compulsory fees will be refunded.
 - iii. If written notice is received within six months of the commencement date of the student's course, only one term's fixed and compulsory fees will be refunded from the annual tuition fee.
 - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- d. 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)
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Failure to pay course monies
 - v. Any behaviour identified as resulting in enrolment cancellation in Penleigh and Essendon Grammar School's Behaviour Policy, Code of Conduct, and or School Rules.

8) School Default

- a. If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
- b. If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid, including for the portion of the course already taught will be made within 14 days of notification of course cancellation.

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.

10) Definitions

Course money - includes fee in advance, standard fixed and compulsory fees, Overseas Student Health Cover (OSHC) and any other amount the parent/legal guardian has to pay in order to undertake the course.