

## Concordia College Refund Policy

1. This policy outlines refunds applicable to course fees paid to the school.
2. Any service fees that 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. Payment of Course Fees and Refunds
  - a. Fees are payable according to the School's Fee Schedule.
  - b. An itemised list of school fees is provided in the school's written agreement
  - c. All fees must be paid in Australian dollars. All refunds will be reimbursed in Australian dollars.
  - d. Refunds will be paid to the person who enters into the written agreement.
4. When a student is to be withdrawn from the school, parents are required to give the Principal one school term's notice, in writing, before the withdrawal date, otherwise parents will be liable for an additional term's fees.
5. Student default because of visa refusal

If a student provides written evidence that their visa application has been refused by the Department of Immigration and Border Protection and the student cannot undertake the course, the school will refund any unspent course fees, minus the lesser of 5% of the amount of course fees received by the provider in respect of the student before the default day; or AUD\$500.
6. Student default other than visa refusal
  - a. Any amount owing will be paid within four (4) weeks of receiving written notification from the student (or parent(s)/legal guardian if the student is under 18).
  - b. If the student provides written notice of withdrawal more than four (4) weeks prior to commencement of the course, the College will refund any unspent tuition fees, less the application fee.
  - c. If the student provides written notice of withdrawal within four (4) weeks prior to the agreed commencement date, a maximum of ten (10) weeks tuition fees will be refunded from prepaid tuition fees.
  - d. Non-tuition fees 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 payment on behalf of the student has been made.
7. 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 unspent tuition fees paid to the school 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 unspent tuition fees paid to the school 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 advice to seek assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see: <https://tps.gov.au/Information/Students/How>.
8. 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.
  - e. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
    - a. Failure to maintain satisfactory course progress (visa condition 8202).
    - b. Failure to maintain satisfactory attendance (visa condition 8202).
    - c. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
    - d. Failure to pay course fees.
  - f. The School also reserves the right to charge a late payment fee and the cost of recovery fees on overdue accounts.
  - g. All school account payments must be up to date before a student is permitted to attend any non-curriculum trips or excursions for which a charge is levied.