



## 1. Aim

The aim of this policy is to provide overseas parents/guardians and overseas students with information about Launceston Church Grammar School's refund and cancellation policy.

## 2. Scope

This policy applies to overseas students enrolled at Launceston Grammar in accordance with CRICOS registration.

## 3. Legislation

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018: Standard 2 and 3

## 4. Relevant Documents

Launceston Grammar Letter of Offer  
Schedule of Fees for Overseas Students

## 5. Policy Information

Launceston Grammar must have a written agreement with each overseas student and it must be signed or otherwise accepted by the student, or if the overseas student is under 18 years of age, their parent or legal guardian. This written agreement must include information about refund and cancellation.

### Refund of Fees

1. If an overseas student has paid their tuition fees and is thereafter unable to commence study in Australia, on receipt of a written claim the School will refund, within four (4) weeks, all or part of the fees on the following basis:
  - a. If the place is cancelled four (4) weeks or more before the overseas student's advised date of commencement of the course, 90% of the fee will be refunded.
  - b. If the place is cancelled less than four (4) weeks before the overseas student's advised date of commencement of the course, or if the student commences schooling and then withdraws within the first four school weeks, 50% of the fee will be refunded.
  - c. If the overseas student withdraws after the fourth school week, no refund is payable.
  - d. If the overseas student's Visa Application is refused, and when the School is provided with evidence of the Visa refusal in the form of a letter from the Department of Home Affairs, a full refund of fees will be made; although an Administration Fee of AUD \$2200 (including the non-refundable Capital Fee) will be charged.
  - e. If the student's offered place is withdrawn due to not meeting the conditions of the offer, a refund of fees paid will be made less \$2200 (administrative cost and including the non-refundable Capital Levy)
2. If the overseas student has commenced schooling and does not meet the conditions as outlined in the School's Terms and Conditions for Full-Fee Paying Overseas Students,



and enrolment is terminated by the School, a partial refund of fees may be made. An Administration Fee of AUD\$200.00 would also be charged.

3. If the overseas student has commenced schooling and the School can no longer provide the course, the School will make a refund of the student's unspent tuition fees within two (2) weeks or Launceston Grammar will arrange for the student to be offered a place in an alternative course. The administrative expenses associated with executing the student's transfer to an alternative course will be paid by Launceston Grammar.
4. All requests for refunds must be made, in writing, to the Principal of Launceston Grammar by the enrolling parent of the international student.


Please note: In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Launceston Grammar is required to advise that:

- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws; and
- Launceston Grammar's dispute resolution processes does not circumscribe the student's right to pursue other legal remedies.

## 6. Record Keeping

This document will be kept for three (3) years until review, unless there is a significant legislative organisational change requiring earlier review.

A copy of this document will be located on myGrammar under Policies and Procedures and the master copy held in files by the Compliance Officer.

<b>DOCUMENT CONTROL</b>			
Author	Head of Enrolments	Approval Date	August 2023
Status	Approved	Last Review Date	May 2023
Version	2	Next Review Date	May 2026
Location: All School Policies can be found on the Policies and Procedures page on myGrammar			
Signature of Approver:			
Position of Signatory: Principal			