



INTERNATIONAL STUDENTS REFUND POLICY

Relevant legislation:

- [Education Services for Overseas Students Act 2000](#)
- *Migration Act 1958 and Migration Regulations 1994 (Cth)*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ([the National Code](#))*

This policy does not remove the right for further action under Australia's consumer protection laws.

RATIONALE

Methodist Ladies' College (MLC) is committed to international engagement in education and training. Education can transform individuals, widen their intellectual horizons, open them to new ideas and experiences and extend their friendships. Overseas students also contribute intellectually to Australian education and society and provide diverse social and cultural perspectives that enrich the educational experience for many Australian students. This policy relates to the relevant refund of tuition and/or boarding fees to overseas students.

Compliance with this policy is the joint responsibility of the College Finance Department and MLC Admissions.

AIM

The aim of this policy is to:

- Ensure that parents are aware of fees and charges payable in the event their child is unable to commence at the College after accepting an offer of enrolment, or withdraws from the College after commencement at the College; and
- Provide information that enables parents to make informed decisions about their children's commencement or withdrawal from the College.

DEFINITIONS

Full Fee Paying Overseas Student (FFPOS) or International Student - a student who holds a student Visa in force under the Migration Act 1958(Cth) and in relation to whom a full fee is paid for an education service.

Starting Date - Commencement date as per the FFPOS Offer of Enrolment.

Acceptance of Offer -Enrolment Contract signed by parents and payment of Confirmation Fee.

POLICY

This policy applies to all future and current FFPOS or International Students enrolled at the College.

Refunds will be calculated as follows:

REASON FOR REFUND	NOTIFICATION PERIOD	REFUND	IN LIEU of NOTICE (ILN) CHARGE
Withdrawal of student	Before the agreed start date of the student	Full refund of any tuition or boarding fees paid up front.	Nil
Withdrawal or termination of student	After the agreed start date of the student	Any unspent tuition and/or boarding fees paid minus ILN charge. Parent will be liable to pay any resulting balance owing to the College eg, if student is withdrawn prior to any payments being made.	25% of the annual tuition and boarding fees.
*Provider Default where the College is unable to fulfil its obligations, including providing an agreeable alternative course for the student.	Before or after the agreed start date of the student	Any unspent tuition and/or boarding fees paid.	Nil

In the case of the College 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 \(Calculation of Refund\) Specification 2014](#). Students may be able to receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS, please refer to www.tps.gov.au.

If the student changes Visa status (eg, becomes a temporary or permanent resident of Australia) the parent will continue to pay full overseas student fees until the date of the Visa change, at which time local fees will be charged.

- This policy 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.
- All refunds will be made within 14 days of confirmation of the reason for withdrawal.
- To claim a refund, the MLC Withdrawal from Enrolment form must be completed and returned to MLC Admissions. This form can be obtained by contacting MLC Admissions via email at admissions@mlc.wa.edu.au.

Exceptions to this policy may be made when the reason for withdrawal of a student is of a compassionate nature such as:

- death or serious illness of a family member;
- death, serious illness or disability of the student;
- political or civil event that prevents continuation of studies; or
- natural disaster in home country preventing continuation of studies.

A partial refund may be considered in these exceptional circumstances on a case-by-case basis. Supporting documentary evidence must be provided for a refund to be considered by the Director of Corporate Services and the Principal. Refunds for exceptional circumstances are at the sole discretion of the Principal.

If the College withdraws a student from their course because the student has seriously breached International Student Visa conditions or the College's rules, or fails to pay amounts liable to the College, there will be an impact on the validity of the student Visa. This is outlined in the [International Student Guide](#).

Should a FFPOS and/or their parents have a complaint or grievance, they are required to follow the College's *Resolving Grievances for Students and Parents* within 10 working days of the occurrence of a matter giving rise to a complaint or grievance.

If the student chooses not to initiate this process or withdraws from the process, or the process is completed and results in a decision supporting the College, MLC Admissions must notify the the Department of Education, Skills and Employment (DESE) through PRISMS (Provider Registration and International Student Management System) of details pertaining to the matter that gave rise to the complaint, including steps taken to resolve or attempt to resolve it.