Methodist Ladies' College 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.

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.
- Provide information to parents that enable them to make informed decisions about their children's education.

**DEFINITIONS**

**Full Fee Paying Overseas Student or International Student** - a student who holds a student visa in force under the Migration Act 1958 of the Commonwealth and in relation to whom a full fee is paid for an education service

**Starting Day** - Commencement date as per the FFPOS Letter of Offer

**Acceptance of Offer** - Enrolment Confirmation signed by both parents and payment of Confirmation Fee
**LEGISLATION AND GUIDELINES**

As a provider of education and training services to overseas students, the College is required to comply with the following legislation:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to overseas Students 2007

Other Methodist Ladies' College policies and procedures to be read in conjunction with this International Students Refund Policy include:

- Resolving Grievances- Respect for Self others and the Environment Policy
- FFPOS Letter of Offer
- FFPOS Fees & Charges Brochure
- International Student Guide
- MLC Withdrawal from Enrolment Form

These policies and documentation are located in the MLC Staff Handbook on the Intranet, and on the MLC website.

**SCOPE**

This policy applies to all future and current Full Fee Paying Overseas Students enrolled at the College.

**RESPONSIBILITIES**

Compliance with this policy is the joint responsibility of Finance Department and Admissions Department staff members.

**REFUND TABLE**

See next page.
<table>
<thead>
<tr>
<th>REASON FOR REFUND</th>
<th>NOTIFICATION PERIOD</th>
<th>REFUND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student’s application for a visa unsuccessful</td>
<td>Prior to agreed starting day</td>
<td>All fees paid less $250 for administrative expenses</td>
</tr>
<tr>
<td>The College withdraws the offer or fails to provide the course offered</td>
<td>Prior to agreed starting day</td>
<td>Full Refund</td>
</tr>
<tr>
<td>Student issued with a visa, then withdraws</td>
<td>Between acceptance of Offer and 4 weeks prior to starting day</td>
<td>All tuition fees paid less $250 for administrative expenses</td>
</tr>
<tr>
<td></td>
<td>4 weeks or less prior to agreed starting day</td>
<td>Refund of 40% of current semester’s tuition fees less $250 for administrative expenses. Full year boarding is payable.</td>
</tr>
<tr>
<td></td>
<td>After starting day and during first 4 weeks of course</td>
<td>Refund of 30% of current semester’s tuition fees less $250 for administrative expenses. Full year boarding is payable.</td>
</tr>
<tr>
<td></td>
<td>After starting day and after the fourth week of course</td>
<td>No refund of full year fees and boarding fees.</td>
</tr>
<tr>
<td>Withdraws of offer by the College because the student has seriously breached international student visa conditions or the College’s rules or fails to pay amounts liable to the College</td>
<td>After course commences</td>
<td>No refund of the current semester’s fees and annual boarding fees and full refund of subsequent semester fees</td>
</tr>
</tbody>
</table>

- 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.
- All refunds will be made within two weeks of confirmation of the reason for withdrawal
- The MLC Withdrawal from Enrolment form must be completed and sent to the Principal

**EXCEPTIONS TO PROCEDURE**

Exceptions to the above refund procedure 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;
- 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 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.

**COMPLIANCE WITH OTHER LEGISLATION**

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

All international students studying on student visas must have Overseas Health Cover (OSHC). This is outlined in the International Student Guide found on the MLC Website and the Staff Intranet.

STUDENT VISA IMPLICATIONS

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 Students Guide.

RESOLVING COMPLAINTS AND GRIEVANCES FOR FULL FEE PAYING OVERSEAS STUDENTS

Full Fee Paying Overseas Students (FFPOS) and their parents are required to access this Methodist Ladies' College Resolving Grievances: Respect for Self, Others and the Environment (Policy and Procedures) within 10 working days of the occurrence of a matter giving rise to a complaint or grievance.

The independent International Student Conciliator located at the Department of Education Services is available to assist the parties to resolve the dispute themselves through mediation and conciliation, complementary to the College's internal complaints and appeals process, Resolving Grievances: Respect for Self, Others and the Environment.

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, the Admissions Registrar must notify the Secretary of DEEWR through PRISMS of details pertaining to the matter that gave rise to the complaint, including steps taken to resolve or attempt to resolve it.