

Refund Application Form

Personal Details			
Full Name:		Student ID:	
Mobile:	Email:		
Fees and Amount Paid			
<input type="checkbox"/> Foundation English 1	AUD\$	<input type="checkbox"/> Enrolment Fee	AUD \$200
<input type="checkbox"/> Foundation English 2	AUD\$	<input type="checkbox"/> Materials Fee (per term)	AUD\$
<input type="checkbox"/> Certificate IV in Business	AUD\$	<input type="checkbox"/> OSHC	AUD\$
<input type="checkbox"/> Diploma of Leadership & Management	AUD\$	<input type="checkbox"/> eCoE issue Fee/Revise eCoE Fee/per coe	AUD \$50
<input type="checkbox"/> Certificate IV in Hospitality	AUD\$	<input type="checkbox"/> Recognition of Prior Learning (RPL) application/level	AUD \$250
<input type="checkbox"/> Diploma of Hospitality Management	AUD\$	<input type="checkbox"/> Accommodation Placement Fee	AUD \$250
<input type="checkbox"/> IELTS Preparation Course	AUD\$	<input type="checkbox"/> Homestay Accommodation Fee	AUD\$
<input type="checkbox"/> English for Academic Purpose	AUD\$	<input type="checkbox"/> Airport Pickup	AUD \$150
Refund Reason			
I have withdrawal 29 days or more before the course commencement		<input type="checkbox"/>	
I have withdrawal 28 days or less before the course commencement		<input type="checkbox"/>	
Visa Refusal		<input type="checkbox"/>	
Course cancelled by the college		<input type="checkbox"/>	
Other – Please state below		<input type="checkbox"/>	
Refund Nominated Account Detail (AGENT ONLY)			
Account Name:			
BSB:			
Account Number:			
Refund Recipient			
Name (if other than you as identified in the written agreement):			
Printed Name:	Signature:		
Date:			
Office Use ONLY			
Received by:	Signature:		
Received Date:			
Refund Calculation/Decision Explanation:			
Processed by:	Signature:		
Processed Date:			
Account Signature:			

Refunds

Non-Refundable Charges *Please refer to AEC's Fees and Refund			
Enrolment Fee	AUD\$200	Excursions per trip	TBA
Late Payment Fee	AUD \$200	Re-issue of Certification of Completion (or Partial Completion)	AUD \$100
eCoE issue Fee/Revise eCoE Fee/per coe	AUD \$50	ID Card Replacement Fee	AUD \$10
Recognition of Prior Learning (RPL) application/level	A\$250	Deferral of study/Release Letter	AUD \$100
Re-assessment/re-sit per course level	A\$250	Re-issue of Testamur and Statement of Result(s)/each	AUD \$100
Accommodation Placement Fee	AUD \$250	Airport Pickup	AUD \$150
Interim Transcripts	AUD \$10	Credit Card Surcharge	2.0%
Withdraw Administrative Fee	AUD \$150	Refund Administrative Fee	AUD \$200

If the refund was approved, Australian English Colleges will issue the refund or adjustment notice within 10 working days of receipt of the Refund Application Form.

The following tuition and non-tuition fees are not refundable under any circumstances, including visa rejection:

- Enrolment application fee: AUD \$200 (required to process your application)
- Airport pick-up fee: AUD \$150 (optional)
- Homestay accommodation placement fee: AUD \$250 (optional)

Homestay accommodation

The homestay accommodation placement fee of AUD\$ TBA is non-refundable.

All homestay accommodation fees (AUD\$ TBA per week) must be paid to the agent unless otherwise advised by the agent. Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees.

Education agents

If you use an education agent and that agent charges their own fees to students (in addition to Australian English Colleges's tuition and non-tuition fees), those fees remain the responsibility of the agent.

Australian English Colleges is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to Australian English Colleges using the *Refund Application Form*. If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the *Refund Application Form*.

Australian English Colleges will:

- Assess your request fairly and in accordance with the *Fees and Refunds Policy and Procedures*
- Issue you with the decision in writing, using the *Notice of Refund Decision* letter within 10 working days of receipt of the *Refund Application Form*
- If the refund was approved, detail how the refund was calculated and issue the refund within 10 working days of receipt of the *Refund Application Form*
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the *Notice of Refund Decision* letter, in accordance with Australian English Colleges's *Complaints and Appeals Policy and Procedures*
- Require you to accept the decision in writing and give you a copy of the decision for your records
- Maintain our records of the decision, the acceptance and any refunds paid to you for at least 2 years after you ceases to be an accepted student

Refunds prior to course commencement

- 100% refund of tuition fee where student is refused a visa
- 100% refund of tuition fee where Australian English Colleges cancels the course prior to commencement
- 80% refund of tuition fee where a student withdraws 29 days or more before course commencement
- 50% refund of tuition fee where a student withdraws 0 – 28 days before the course commencement.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount.

Refund after course commencement

- A partial refund will be paid in the event of Australian English Colleges default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default
- If a student is refused a visa but has already commenced their course, the non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Other circumstances where no refund (0%) will be provided

- If a student is refused a visa and the reason for the refusal is:
 - Did not start the course at the location on the agreed starting day or
 - Withdraws from the course at that location or
 - Did not pay the tuition and non-tuition fees due
- Australian English Colleges terminates a student's enrolment because of a failure to comply with Australian English Colleges's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.
- If student wish to withdraw for any reasons before the completion.

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

Refunds of fees for optional services

- The airport pick-up fee of AUD \$150 and the accommodation placement fee of AUD \$250 are not refundable under any circumstances.
- Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees.

Compassionate and compelling circumstances

Australian English Colleges may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount beyond the levels detailed above.

Acceptance of money appropriately refunded within the amounts detailed above does not preclude an application for compassionate and compelling circumstances and you must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed above will be deemed to be denied if you do not appeal within 20 working days.

Applications for refunds beyond levels detailed above must provide details and appropriate verifiable evidence of the compassionate and compelling circumstances that support the reasons for withdrawal, namely that the circumstances:

- Are beyond your control; and
- Do not make their full impact on you until on or after the course commencement; and
- Make it impracticable for you to complete the requirements for the course during the period during which you undertook or were to undertake the course.

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in your the home country requiring emergency travel, and this has had an impact on your studies
- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa

If you believe that you qualify for an additional refund due to compassionate and compelling circumstances, you must submit a written request using the *Refund Application Form* and attach a written description of your compassionate and compelling circumstances and any evidence thereof.

If the compassionate and compelling circumstances have been confirmed and an additional refund is approved, Australian English Colleges will refund the total amount of all tuition and non-tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of Australian English Colleges.

Requests for refunds of homestay accommodation fees must be made to the agent. Australian English Colleges does not guarantee or refund any homestay accommodation fees, even where compassionate and compelling circumstances are found to exist.

Outcomes of refund decisions

Within 10 working days of receipt of your completed *Refund Application Form*, Australian English Colleges will review the application and supporting documents, and issue you with a *Notice of Refund Decision* that will explain:

- Whether or not the refund was approved
- If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated
- If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with Australian English Colleges's *Complaints and Appeals Policy and Procedures* SC14-1.