



# Belmont Intermediate School



## International Students

### Refund Policy

#### GENERAL TERMS

##### PURPOSE:

This refunds policy outlines factors that will be considered when a request for a refund of international students fees is made to the school. This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 and the Education Act 1989.

#### REQUESTS FOR A REFUND OF INTERNATIONAL STUDENT FEES

The school will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the School:

- a) The name of the student
- b) The circumstances of the request
- c) The amount of refund requested
- d) The name of the person requesting the refund
- e) The name of the person who paid the fees
- f) The bank account details to receive any eligible refund
- g) Any relevant supporting documentation such as receipts or invoice

#### REFUND OF TUITION FEES

##### NON-REFUNDABLE FEES

The school is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:

- a) **Administration fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
- b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the student. Students and families may apply directly to an insurance company for a refund of premiums paid.
- c) **Homestay placement fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for the student prior to the refund request, cannot be refunded.
- d) **Used homestay fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- e) **Portion of unused tuition fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

### **REQUESTS FOR A REFUND FOR FAILURE TO OBTAIN A STUDY VISA**

If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

### **REQUESTS FOR A REFUND FOR VOLUNTARY WITHDRAWAL - Withdrawal prior to enrolment:**

If an international student voluntarily withdraws *prior to* the start date of their enrolment, a refund will be provided less any relevant non-refundable fees set out in the policy.

### **REQUESTS FOR A REFUND FOR VOLUNTARY WITHDRAWAL - Withdrawal after enrolment:**

If an international student voluntarily withdraws *on or after* the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of 10 weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

### **REQUESTS FOR A REFUND FOR FAILURE TO PROVIDE A COURSE, CEASES AS A SIGNATORY OR CEASES TO BE A PROVIDER:**

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the student or their family to either:

- refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- transfer the amount of any eligible refund to another provider or
- make other arrangements agreed to by the student or their family and the school

### **REQUESTS FOR A REFUND WHERE THE STUDENT'S ENROLMENT IS ENDED BY THE SCHOOL:**

In the event the student's enrolment is ended by the school for a breach of the Contract of Enrolment, the school will consider a request for a refund less:

- any non-refundable fees set out in this policy
- 10 weeks' tuition fee
- any other reasonable costs that the school has incurred in ending the student's enrolment

### **REQUESTS FOR A REFUND WHERE THE STUDENT CHANGES TO A DOMESTIC STUDENT DURING THE PERIOD OF ENROLMENT:**

If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of 10 weeks' tuition fee and any other relevant non-refundable fees as outlined in the policy.

### **REQUESTS FOR A REFUND WHERE THE STUDENT VOLUNTARILY REQUESTS TO TRANSFER TO ANOTHER SIGNATORY:**

If the student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of 10 weeks' tuition fee and any other relevant non-refundable fees as outlined in the policy.

### **REFUND OF OTHER FEES**

#### **REQUESTS FOR A REFUND OF HOMESTAY FEES**

If for any reason, an international student withdraws *after* the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any relevant non-refundable fees set out in this policy.

