



ST LAURENCE'S COLLEGE

A Catholic College for boys in the Edmund Rice Tradition

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CRICOS No. 00972C

REFUNDS

Application for refunds should be made on the refund request form (Appendix VIII to International Student Handbook) and submitted to the College Registrar.

Student is unable to commence at the College because of visa refusal

If a student's visa application is refused by the Department of Immigration and Border Protection and the student is, therefore, unable to commence tuition at the College, the College will refund all tuition and non-tuition fees paid in advance.

Student does not commence at the College

Where the student provides the College more than 28 days' notice of withdrawal prior to the student's course commencement date, the College will refund all tuition and non-tuition fees paid in advance.

Where a visa has been approved by the Department of Immigration and Border Protection and the student provides notice to the College of withdrawal less than 28 days prior to the student's course commencement date, the College will retain 50% of the tuition fees paid in advance and will refund the balance of the tuition fees and the non-tuition fees paid in advance.

However, the College will consider refunding these fees in full where the giving of adequate notice is not possible due to the existence of extenuating circumstances.

Please note that even if the student has not begun at the College but intends to enrol at another CRICOS provider the rules regarding transfer contained in the transfer policy will prevail.

Student does not commence at the College and does not provide any notice of withdrawal to the College

Where a visa has been approved by the Department of Immigration and Border Protection but the student does not commence his course at the College and does not provide any notice of withdrawal to the College, the College will retain all of the tuition and non-tuition fees paid in advance.

However, the College will consider refunding these fees in full where the giving of adequate notice is not possible due to the existence of extenuating circumstances.

Student withdraws from the College after commencement

If a student has commenced at the College but decides either to:-

- Cancel enrolment (i.e. leave Australia), or
- transfer to another CRICOS provider

at least one complete term's notice must be provided to the Registrar. The College will refund any unspent tuition and non-tuition fees relating to any period commencing after the period of notice.

Provider-Initiated Cancellation of Enrolment while at the College

The College will not refund any tuition or non-tuition fees should the College cancel the student's enrolment for any of the following reasons:-

- Failure to maintain satisfactory course progress
- Failure to maintain satisfactory attendance
- Failure to maintain approved welfare and accommodation arrangements
- Failure to pay College fees
- Fails to return from holiday without agreement from the College that compassionate and compelling circumstances exist
- Any behaviour regarded as a serious breach of the Student Code of Behaviour

Provider Default

Should the College not be able to offer a course or not be able to continue offering a course in which the student is enrolled and the student cannot be placed or refuses placement in an alternative course arranged by the College, a full refund of any unspent tuition and non-tuition fees will be paid. The calculation of unspent tuition and non-tuition fees will be made in accordance with section 46D(7) of the Education Services for Overseas Students Act 2000.

In the event that the school is unable to fulfil its obligations with respect to providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

In cases of student default, refunds will be paid within 28 days of receipt of the refund request form (Appendix VIII). In cases of provider default refunds will be paid within 14 days of receipt of the refund request form (Appendix VIII).

All refunds will be paid by the College in the same currency in which the fees are paid i.e. Australian Dollars

Refunds and refusal thereof are subject to the College's dispute resolution process.

A copy of this policy will be given to each intending student before an agreement is entered into.

Compassionate and compelling circumstances include:

- **Illness, where a medical certificate states that the student was unable to attend classes**
- **Bereavement of close family members**
- **Major political upheaval or natural disaster in the student's home country**
- **A traumatic experience which has impacted on the student**