



INTERNATIONAL STUDENT PROGRAM REFUND POLICY

1. The purpose of this policy and procedure is to explain the conditions under which Our Lady of the Sacred Heart (OLSH) College may apply a refund to international students in compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018. This policy and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.
2. OLSH College is committed to providing a clear, easy to understand, fair and transparent refund process to international students and potential international students. OLSH shall treat all applications for withdrawal or refund in confidence.
3. Details concerning the scope of OLSH College's Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Prospectus, Application for Enrolment, OLSH College website, International Student Program Application Process, Letter of Offer and Attendance Agreement.
4. No request for refund will be considered unless the student has completed and submitted OLSH College's Refund Request Form, available online at www.olsh.catholic.edu.au or from International Program Officer.
5. A student may lodge an appeal against any refund decision reached by OLSH in accordance with Catholic Education SA (CESA) Complaints and Appeals Policy. A student making an appeal also has the right to pursue other legal remedies.
6. On receipt of the Refund Request Form, the International Program Officer will notify the student of the decision within five (5) business days.
7. **REFUND CONDITIONS**
 - (a) Students will receive a refund of the tuition fees if before the commencement of the course, certified evidence from Australian Immigration Authorities is provided that the student's visa application has been rejected. The refund will be either the full fees less 5% of the amount of the total course fees or \$500 (whichever is the greater amount). Any application fees are not included in this amount and are non-refundable.
 - (b) Students will receive a refund of the tuition fees paid, less 20%, if more than 28 days before the commencement of the course, a student provides written notification of cancellation for any reason other than rejection of visa application.
 - (c) With the exceptions listed above, one semester's notice in writing is required prior to students withdrawing from OLSH College. Failure to do so will incur the payment of one semester's fees.
 - (d) Refunds are made by bankdraft in Australian dollars with any bank charges being deducted from refunds. Refunds cannot be made directly to students in Australia. Course fees are not transferable to another person or institution. The refund will be paid within four (4) weeks after receiving the refund request form. No refund is due if a student is required to leave the College because of a break of visa conditions, unsatisfactory attendance or a break of College rules.

- (e) Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
 - i. Failure to maintain satisfactory course progress (visa condition 8202)
 - ii. Failure to maintain satisfactory attendance (visa condition 8202)
 - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - iv. Failure to pay course fees
 - v. Any behaviour identified as resulting in enrolment cancellation in the College's Personal Responsibility Policy/ International Student Program Rules

- 8. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the National Code 2018. These include:
 - (a) If for any reason the School is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
 - (b) If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.

REFUND PROCEDURE

1. A student requesting a refund should complete Our Lady of the Sacred Heart College's Refund Request form, available online at www.olsk.catholic.edu.au or from the International Program Officer.
2. The student should send the completed Refund Request Form to the International Program Officer. Any documents supporting the application should be attached to the Refund Request Form. Incomplete forms will not be accepted.
3. The International Student Support Officer will notify the student of the decision within five (5) business days of receiving the request and send this notification to the email address specified on the submitted Refund Request Form.
4. If the refund is not approved, the International Program Officer will notify the student of the decision and state that the student has the right to appeal the decision in accordance with OLSH College's Complaints and Appeals Policy. This notification will be sent to the email address specified in the submitted Refund Request Form.
5. If the refund is approved, refunds will be submitted for payment within 28 business days of the refund being approved. Refunds will be processed to the nominated bank account advised on the Refund Request Form. Refunds will be processed in Australian dollars.
6. OLSH College will not be responsible for bank delays in processing any transfers and a student applying for a refund should be aware that international transfers may not be received for 7-10 days after OLSH College has made the transfer.