Full Fee Paying Overseas Student Refund Policy

Policy Audience: Public Document

	Help for non-English speakers. If you need help to understand this policy, please contact us at enquiries@kilvington.vic.edu.au

1.0 Rationale

Kilvington Grammar School (the School) will meet its obligations as prescribed in the National Code of Practice for Providers of Education and Training to Overseas Students (2018) (the National Code) and the Education Services for Overseas Students Act (ESOS) Act.

Where required under the ESOS Act, the School will provide a refund to an overseas student or intending overseas student (the Student) in the event that the default is by a student or the School.

2.0 Purpose

The purpose of this Full Fee Paying Overseas Student Refund Policy (the Policy) is to outline how the School will provide refunds applicable to fees paid to the School under the terms of the School's Full Fee Paying Overseas Student Business Regulations International Students Enrolment and Written Agreement (the Written Agreement).

This Policy seeks to ensure the School complies with Standard 3.4 of the National Code and other applicable sections of the ESOS Act.

A copy of this Policy will be provided to the parent(s) or legal guardian of the Student at a reasonable time prior to Written Agreement being signed.

3.0 Scope

This policy applies to refunds associated with the School's International Student Program.

Any service fees a parent(s)/legal guardian(s) pays directly to a third party are not within the scope of this refund policy.

"International Student" has the same meaning as "overseas student" in Section 1.1.3 of the Education and Training Reform Act 2006 (Vic).

4.0 Change of Enrolment or Student Visa Status

1. A full refund of the Tuition Fees will be paid if the Student does not take up the place offered less the lesser amount of either 5% of total fees paid or $500 retained as an administration charge.

2. If a Student changes their visa status during their period of enrolment with the School, the Student (or their parent or legal guardian) will be billed as a local student from the start of the next tuition and non-tuition fees cycle.

5.0 School Default

1. If the School defaults, the School will notify, in writing, to the Victorian Registration Qualification Authority (VRQA) and the TPS Director of the default within 3 business days of the default occurring.

2. If the School defaults, the School will provide a refund to the Student or the parents or legal guardians as per the provisions of the ESOS Act 2000. The refund amount will be the unexpended amount of the course money received from the Student. If required, the TPS will provide assistance to the Student and ensure that the Student can either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees

3. The School defaults if:
   a. either of the following occurs:

      (i) the School fails to start to provide the course to the Student at the location on the agreed starting day;

      (ii) the course ceases to be provided to the Student at the location at any time after it starts but before it is completed; and

   b. the Student has not withdrawn before the default day.

6.0 Student Default

1. If the Student defaults, the School will provide a refund to the Student or the parent or legal guardian as per the provisions of the ESOS Act unless an exception applies.

2. If required under the ESOS Act, the School will give notice to the Tuition Protection Service (TPS) Director and the Victorian Registration and Qualification Authority (VRQA) within 7 days after the end of the Provider Obligation Period.

3. If the School must pay a defaulted student a refund governed by the ESOS Act, this refund will be paid within the Provider Obligation Period of 4 weeks after the default day.

4. The Student defaults if:

   a. the course starts at the location on the agreed starting day, but the Student does not start the course on that day (and has not previously withdrawn);

   b. the Student withdraws from the course at the location (either before or after the agreed starting day);

   c. the School refuses to provide, or continue providing, the course to the Student at the location because of one or more of the following events:

      (i) the student failed to pay an amount they were liable to pay the provider, directly or indirectly, in order to undertake the course;

      (ii) the Student breached a condition of their student visa;

      (iii) misbehaviour by the Student.

7.0 Process to Claim a Refund

The process to claim a refund is outlined below:

1. Write to the Director of Admissions, attaching the required evidence.

2. The School will advise the outcome of the refund request and specify how it was calculated.

3. Any refund will be repaid within 4 weeks of the submission of the refund (as outlined above) or, in the case of School default, within 14 days (as outlined above).

4. Refunds are paid to parents or legal guardians. Upon instructions from parents or legal guardians, refunds will be repaid to the Student if over the age of 18 years.

5. Refunds are paid by telegraphic transfer or electronic bank transfer.

6. All refunds are paid in Australian dollars. The School is not responsible for any foreign exchange losses.

7. Where parents or legal guardians are not satisfied on a question of refund, they may refer the matter to the Principal. If this fails to yield a resolution, the matter may be further referred to the Chair of the Kilvington Board.

8.0 Relevant Legislation and Standards and Related Documents

8.1 Relevant Legislation and Standards

- Education Services for Overseas Students (ESOS) Act (2000).
- Migration Act (Cwlth) 1958.
- National Code of Practice for Providers of Education and Training to Overseas Students (2018).
- Victorian Child Safe Standards (2022).

8.2 Related Documents

- Child Safety and Wellbeing Policy
- Complaints Resolution Policy (Parents, Guardians and Students) Policy
- Full Fee Paying Overseas Student Academic Progress and Attendance Policy
- Full Fee Paying Overseas Student Assessment of English Language Proficiency Policy
- Full Fee Paying Overseas Student Business Regulations: International Students Enrolment and Written Agreement
- Full Fee Paying Overseas Student Education Agents Policy
- Full Fee Paying Overseas Student Enrolment Policy
- Full Fee Paying Overseas Student Enrolment Deferment, Suspension and Cancellation Policy
- Full Fee Paying Overseas Student Transfer Request Policy
- Full Fee Paying Overseas Student Younger Overseas Student Policy
- Kilvington Grammar School Homestay Responsibility Agreement
- Privacy Policy

9.0 Evaluation

Policy reviewed: February 2026
Approval: The Executive
Review cycle: 5 years