

INTERNATIONAL STUDENT REFUND POLICY

Premise or Rationale

The Friends' School recognises the importance of having a clearly documented refund policy for International Students.

A copy of this policy will be provided to the student (or parent (s)/guardian if the student is under 18 years of age) before an agreement is signed or any amount of monies paid for a registered course. The policy will be provided in the Friends' School's Enrolment Agreement and on the School's website.

The Refund Policy applies to all course monies paid to the School and includes any course monies paid to an education agent to be remitted to the School. All monies should be paid directly to the School as outlined in the Offer of Place.

Fees for additional services (not formed as apart of the Letter of Offer or Written agreement) conducted and paid to an Education Agent by the student (or parent/guardian if below age of 18 years) are not covered by this refund policy. Any additional fees requested by the agent, should be first checked with the School.

Policy

The Friends' School is committed to ensuring that a clear refund policy is made available to all prospective International Students that meets the requirements of Standard 3 of the National Code of Practice for Registration Authorities and Providers of Education and Training of Overseas Students 2007.

Associated Guidelines and Procedures

International Student Refund Guidelines and Procedure

The Friends' School Complaints and Appeals Procedures for International Students.

Notes or Links to other documents

National Code of Practice for Registration Authorities and Providers of Education and Training of Overseas Students 2007.

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

ESOS Act 2000 and the ESOS regulations 2001

Document Control

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