

# Fees Refund Policy

## 1. Refund Policy Conditions and Processes

Refund of the fees will only be granted in accordance with the refund policy set out below.

### 1.1 Full Fee Refund

#### **Visa refused before commencement date (offshore):**

- » In the event that a student's initial visa is not granted, a full refund of fees received by the College will be issued to the student less the Enrolment Fees.
- » A request for refund in writing (Application for refund) and proof of visa refusal from Immigration Department must be provided to the College no later than 28 days after the visa refusal.
- » Documentation received after 28 days will incur a cancellation fee of AUD\$200 in addition to the Enrolment fee.
- » Without proof of refusal from the Immigration Department, NO refund will be granted. The Student will need to supply in writing to Bayside College, the nominated method of reimbursement.
- » The entitled refund will be made to the Student within 20 working days after the written request and evidence of documentation is received.
- » The refund will be accompanied by a statement outlining the total refunded amount.

#### **Bayside English College does not commence a course delivery of a course:**

- » If Bayside English College does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOSA Act.
- » Alternatively, students may be offered enrolment in an alternative course by Bayside English College at no extra cost. Students have the right to choose whether they would prefer a refund of refundable course fees, or to accept a place in another course.

#### **Bayside English College ceases delivery of a course:**

- » In the unlikely event that Bayside English College ceases to deliver or is prevented by way of government sanction from delivering the course before it is completed a full refund of refundable course tuition fees paid will be made within 20 working days from the time the course ceases to be delivered provided the student has not withdrawn from the course before the default date.
- » Alternatively, students may be offered enrolment in an alternative course by Bayside English College at no extra cost. Students have the right to choose whether they would prefer a refund of refundable course fees, or to accept a place in another course. If a student chooses placement in another course, Bayside English College will ask the student

to sign a document to indicate that they accept the placement.

### **Tuition Protection Service:**

- » In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au>

### **Student withdraws more than 60 days before course commencement date:**

- » If written notice of withdrawal is received from a student more than 60 days prior to the initial course commencement, any and all fees paid will be refunded, less Enrolment fees of AUD\$200.

## **1.2 Partial Fee Refund**

Bayside English College will make a partial refund of tuition fees paid in advance or in respect to External Appeals process in the following circumstances:

### **Student withdraws less than 60 days but more than 28 days before course commencement date:**

If written notice of withdrawal is received from a student less than 60 days but more than 28 days prior to the initial course commencement, 70% of the tuition fees and 100 % of course material fees are refundable, less enrolment fees of AUD\$200.

## **1.3 No Fee Refund**

Bayside English College will not refund any tuition fees paid in advance in the following circumstances:

### **Visa Refusal**

- » No refund will be made for any monies paid to Bayside English College if the visa is refused by the Department of Home Affairs due to the submission of fraudulent or false documentation and/or information.

### **Student withdraws less than 28 days before course commencement date**

- » If the written notice of withdrawal is received from a candidate less than 28 days prior to the initial course commencement, there is no refund of any monies paid to Bayside College.

### **Student cancels enrolment after course commencement date**

- » In the event that a student cancels their enrolment and requests a refund after the course commencement date, there is no refund of any monies paid to Bayside College. Students who withdraw from their studies after the commencement of their course are required to pay the balance of their tuition fee before cancellation of their eCOE'S. International Students withdrawing from a course of study, will be reported to the Department of Education/Homes Affairs.

### **Transfer to another provider prior to completion of six months' study of the principal course**

- » In the event that the student seeks and is granted approval by Bayside English College to transfer to another provider prior to completion of six months' study of the principal course, there is no refund of any monies paid to Bayside College.

### **Enrolment is cancelled because of misconduct of student with Bayside College' Student Code of Conduct Policy or breach of student visa conditions**

- » In the event that the student's enrolment is cancelled because of misconduct of student with Bayside College' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Bayside College.

### **Package Course**

- » Once the initial visa is granted and the student has arrived in Australia and they have decided to cancel or withdraw their enrolment before or after commencement, no refund will be provided on any monies paid to Bayside English College inclusive of initial and other courses in the package.

### **Visa extension is refused after course commencement date**

- » In the event that a Student's extension of Visa is not granted; there is no refund of any monies paid to Bayside College. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

### **Abandonment of Course / Failure to return after scheduled break**

- » In the event that a Student abandons their course without formally cancelling their enrolment:
  - No refund will be issued, which includes all monies paid or scheduled to be paid to Bayside English College and the balance of all outstanding fees for the course will be invoiced to the Student.
  - Overseas Students withdrawing from a course of study will be reported to the

Department of home Affairs, as required by law.

### **Visa granted under SSVF (Including Package) using Bayside English CollegeCOE.**

- » Under the SSVF, Bayside English College is responsible for the immigration outcomes of students they recruit off shore, even if the student chooses to change providers onshore.
- » Student looking to transfer to another provider will not be released unless they have completed 6 months in their Principal Course of studies. Bayside English College will only approve any release if the student withdraws and apply for a new visa with their new provider (Proof of visa withdrawal is required) in order to minimise and protect Bayside English College immigration risk rating.
- » Once the initial visa is granted and the student is in Australia or has arrived in Australia and they have decided to cancel or withdraw their enrolment before or after commencement, no refund will be provided on any monies paid to Bayside English College inclusive of initial and other courses in the package.

## **1.4 Other Refunds**

- » Refunds for any monies received by Bayside College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.
- » The enrolment fee is non-refundable and non-transferable in the case of a student withdrawing after being accepted.

## **2. Requests for Refund of Tuition Fees**

- » Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing (Application for refund form) stating reasons and relevant details. This must be submitted to Bayside English College, at Level 7, 310 King Street Melbourne or via email at [finance@baysidecollege.vic.edu.au](mailto:finance@baysidecollege.vic.edu.au)
- » All refunds must be approved by the Finance Manager.
- » Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the Principal Executive Officer.

### **In the event of early termination or withdrawal by student**

- » Bayside College does not accept cancellation or withdrawal of your course through phone call, SMS, email, fax or by just advising a staff member. Student will need to complete an application to cancel, withdraw or suspend available on Bayside English College website.
- » In the event of early termination or withdrawal by student and if you have been given a

payment plan, all unpaid fees for the full course need to be paid before the termination will be considered. The Finance Manager will check the financial status of the student to determine if there are fees owing.

- » As per our refund policy, once the course has commenced, there will be no refund of any monies paid to the College.
- » Materials fees are non-refundable once the course has started and is in session

### **3. Payment of Refund**

- » All refunds for which a student is eligible will be forwarded to the student who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.
- » Written authorisation from that student, or entity, is required before refunds can be made payable to any other party. Students should submit this authorization with their written request for refund.
- » All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student and net of any bank charges incurred by Bayside College in processing the refund.
- » Bayside College will provide the student with a statement detailing the calculation of the refund.

### **4. Complaints and Appeals Process**

- » If the student is not satisfied with the outcome of the refund application they can apply for an appeal against the decision within 20 working days of the outcome. The complaints and appeals form is available on Bayside English College's website <https://baysideenglish.vic.edu.au/>