TRINITY COLLEGE FOUNDATION STUDIES

REFUND POLICY

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Overview

Students who accept their offer of a place in a course and subsequently decide to withdraw from the course must notify Trinity College in writing. The College will then determine whether any refund is applicable.

Refunds are not provided unless the student has cancelled or withdrawn from their course.

Any overpayment of fees will be refunded to the student on provision of their Australian bank account details.

A student may withdraw their enrolment in a course at any point in time. Depending on when the student withdraws from the course, they may be subject to a cancellation charge as set out below.

If a student defers their course before commencement and subsequently submits a withdrawal request, any refund will be calculated based on the date of request for deferral.

If a student has a conditional offer but does not meet the conditions before the commencement date, Trinity College may offer an alternative program. If the student decides not to accept the alternative program, an 80% refund of tuition fees paid will apply. If Trinity College cannot offer a suitable alternative program, a 100% refund of tuition fees paid will apply. The student must provide their most recent results as evidence or no refund will be provided.

If a student is found to have provided false or misleading documents at any time, Trinity College has the right to retain up to 100% of any fees paid and may terminate the student’s enrolment, if the student has already enrolled.

A student whose enrolment is terminated for breaches of Trinity’s Student Code of Conduct or for breaches of the conditions of their Student Visa as set out by the Department of Immigration and Border Protection is not entitled to a refund of any fees.

Students who dispute Trinity College’s decision about a refund may submit an appeal to have the decision reviewed under the Grievance Policy.

Scope

This Policy covers all international students studying in the Trinity College Foundation Studies Program and the Trinity College Transition Program.

Definitions

OSHC – Overseas Student Health Cover
IELTS – International English Language Testing System
FS – Foundation Studies
ESOS Act – Education Service for Overseas Students Act 2007
TPS – Tuition Protection Service
Timing of Refunds

1. Where a student withdraws from a course, any refund of tuition fees approved by Trinity College will be paid to the student within 4 weeks after confirmation of their withdrawal and receipt of their bank details.

2. In the unlikely event that Trinity College is unable to deliver a course in full, in accordance with the provisions of the ESOS Act 2000 and the ESOS Act 2000 TPS and Other Measures Bill 2011, students will be offered either enrolment in another intake with TCFS, at no extra cost, or a partial refund of the unexpended portion of the pre-paid tuition fees. We will seek to assist you with a negotiated transfer to an equivalent provider of foundation studies in Melbourne. Only where we are unable to offer you a negotiated transfer to an equivalent provider and program, will we refund your tuition fees in full. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

3. Refunds do not include the Enrolment Fee which is non refundable.

4. The Overseas Student Health Cover (OSHC) will only be refunded if the student has not commenced and has not arrived in Australia.

5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Refunds - Prior to Course Commencement

Providing that formal written notification of withdrawal has been received and has been approved by Trinity College, a refund of the first instalment of the tuition fee (not including the OSHC and Enrolment Fee component) will be made as follows:

<table>
<thead>
<tr>
<th>Notification Period</th>
<th>Refund Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 days or more before course commencement</td>
<td>80%</td>
</tr>
<tr>
<td>31 – 59 days before course commencement</td>
<td>60%</td>
</tr>
<tr>
<td>8 – 30 days before course commencement</td>
<td>30%</td>
</tr>
<tr>
<td>1 – 7 days before course commencement</td>
<td>0%</td>
</tr>
</tbody>
</table>

1. No refund of the first instalment of the tuition fee will be made where the student:
   - does not give formal written notice of withdrawal, and/or
   - fails to commence the course, or
   - withdraws after course commencement.
Refunds - After Course Commencement

1. No refund of tuition fees will be made once the first study period has commenced.
2. Once the student has commenced the second or subsequent study period, no refund of tuition fees will be made under any circumstances except as set out below under “Refunds – Special Circumstances”.

Refunds - Special Circumstances

1. Tuition fees will be refunded, if a visa application is refused by the Department of Immigration and Border Protection (DIBP).
2. Where special circumstances apply eg financial hardship, significant health problems, or other special extenuating personal circumstances beyond the student’s control, which prevent the student from taking up or continuing the course, a refund may be made at the discretion of the Dean, Pathways School, Trinity College.
3. Documentary evidence is required to support an application for a refund relating to 1 & 2 above.