



**TRINITY COLLEGE**  
THE UNIVERSITY OF MELBOURNE

# Trinity College Pathways School

## Refund Policy

## Overview

Trinity College is an affiliated College of the University of Melbourne.

The Pathways School consists of the Trinity College Foundation Studies program, Trinity College Academic English Program, the Young Leaders program and other short programs and conferences.

The College reserves the right to review and make changes to this Policy from time to time.

## Scope

This Policy covers all international students studying in the Trinity College Pathways School.

## Definitions

*HA* – Department of Home Affairs

*ESOS Act* – *Education Service for Overseas Students Act 2007*

*IELTS* – International English Language Testing System

*OSHC* – Overseas Student Health Cover

*TCAEP* – Academic English Program

*TCFS* – Trinity College Foundation Studies

*TCPS* – Trinity College Pathways School

*TPS* – Tuition Protection Service

*Census date* – The last date a student can withdraw from the course and be entitled to a refund.

*Study period* – A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration.

## Purpose

As an international student, you are entitled under Australian government legislation to receive tuition refunds under certain circumstances. Refund calculations are specified under sections 46D(7) and 47E(4) Education Services for Overseas Students Act 2000 ('ESOS Act') as a result of the Education Services for Overseas Students Amendment Act 2014 ('Amendment Act').

The methods for calculating refunds of fees for these provisions of the Act are set out in the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (refund specification).

If you accept your offer of a place in a Trinity College course and subsequently decide to withdraw from the course, you must notify Trinity College in writing. Refunds are not provided unless you have cancelled or withdrawn from your course.

Refunds are not provided automatically when a withdrawal is requested but must

meet the terms of this policy.

Any overpayment of fees will be refunded to you on provision of your bank account details.

You may withdraw enrolment in a course at any point in time. The date on which you withdraw from the course will determine the amount of refund you receive and you may be subject to a cancellation charge as set out in this policy.

If you defer your course before commencement and subsequently submit a withdrawal request, any refund will be calculated based on the date of request for deferral.

If you have a conditional offer but do not meet the conditions outlined in the letter of offer before the commencement date, Trinity College may offer an alternative program. If you decide 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. You must provide your most recent results requested in the letter of offer as evidence or no refund will be provided.

If you are 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 your enrolment, if you have already enrolled. This includes medical and psychological information, knowingly or willfully withheld or not provided by you which could affect or influence your management while enrolled at Trinity College.

If your enrolment is terminated for breaches of Trinity's Student Code of Conduct or for breaches of the conditions of your Student Visa as set out by the Department of Home Affairs (HA), you are not entitled to a refund of any fees.

If you do not agree with Trinity College's decision about a refund, you may submit an appeal to have the decision reviewed under our *Complaint Policy and Procedure*.

## **Payment of Refunds**

Refunds will be paid directly into your Australian or international bank account, or your parent or guardian's bank account. If you are under 18 years old, refunds will be paid to your parent or guardian's bank account. Refunds will not be paid to an agent or other third party unless they were the original payee. The final payment will be withheld from you until all third-party agreements have been finalised.

## **Refunds - Prior to Course Commencement**

1. If you withdraw from a course and a refund of tuition fees is approved by Trinity College, the refund will be paid to you within 4 weeks after confirmation of your withdrawal and receipt of your 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, you will be offered either enrolment in another Foundation Studies intake or Academic English module at no extra cost, or a partial refund of the unexpended portion of the pre-paid tuition fees, or we will seek to assist you with a negotiated transfer to an equivalent education provider in Melbourne. Only where we are unable to offer you a negotiated transfer to an equivalent provider and program, will we refund tuition fees in full. The refund will be paid 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 your student visa has not been granted.
5. This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
6. 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:

Notification Period	Refund Provided
30 days or more before course commencement	80%
1 – 29 days before course commencement	50%

Note: No refund of the first semester tuition fee for Foundation Studies will be made if you:

- do not give formal written notice of withdrawal, and/or
- fail to commence the course.

## Refunds - After Course Commencement

You are entitled to a refund of your tuition fees prior to the relevant census date for the program.

1. No refund of the relevant or subsequent study period tuition fees will be made once the census date has passed, except as set out below under 'Refunds – Special Circumstances'.
2. An administrative fee of \$500 will be levied on refunds of all subsequent study period tuition fees, except as set out below under 'Refunds - Special Circumstances'.

## Census dates

The table below shows the last date you can withdraw from the course and be entitled to a refund:

### Foundation Studies

Intake	Pre-semester (study period) census date	Semester One (study period) census date	Semester Two (study period) census date
Extended	First day of Orientation	10 teaching days after the re-commencement of classes	10 teaching days after the re-commencement of classes
Main Plus		First day of Orientation	10 teaching days after the re-commencement of classes
Main		First day of Orientation	10 teaching days after the re-commencement of classes
Fast Track		First day of Orientation	10 teaching days after the re-commencement of classes

### Academic English Program

Intake	Study Period Census Date
AEP 10 weeks	First day of Orientation
AEP 20 weeks	First day of Orientation

### Refunds - Special Circumstances

1. Tuition fees will be refunded, if a visa application is refused by HA and no additional fees will be levied.
2. Where special circumstances apply e.g. financial hardship, significant health problems, or other special extenuating personal circumstances beyond your control, which prevent you 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.
4. Where special circumstances apply under point 2 above an administrative fee will not be levied.

<b>Trinity College Pathways School Refund Policy</b>	
CRICOS Code	00709G
ABN	39 485 211 746
Date of current revision	January 2019
Topic	Refund
Review date	December 2020
Business owner	Associate Dean, Marketing and Admissions
Authorising body	Pathways School Executive
Audience	Public – Students, parents
Related legislation and government departments	Department of Education and Training (Cth) Department of Home Affairs (Cth) Education Services for Overseas Students Act 2000 (ESOS Act) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) Overseas Students Ombudsman Criminal Code Act 1995 (Cth) Crimes Act 1958 (Vic)
Related documents	TCPS Complaint Policy and Procedure TCPS Student Code of Conduct
Notes	Students are bound by all applicable federal and state legislation.