



Overseas Students Refund Policy and Procedures

PROVIDER DEFAULT

1. The School is considered to have defaulted in the following circumstances:
 - a) the School fails to commence the course to the Student at the School on the agreed starting date; or
 - b) the course ceases to be provided to the Student at the School at any time after it starts but before it is completed.
2. If a school default event occurs under clause 1, the School will provide a refund to the Parents.
3. Refunds in accordance with clause 1 will be made within 14 days of the default day.

STUDENT DEFAULT

4. The Student is considered to have defaulted in the following circumstances:
 - a) the course starts at the School on the agreed starting day, but the Student does not start the course on that day (and has not previously withdrawn); or
 - b) the student withdraws from the course at the School (either before or after the agreed starting day); or
 - 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 Parents failed to pay an amount they were liable to pay the School, directly or indirectly, in order for the Student to undertake the course;
 - ii. the Student breached a condition of his or her student visa;
 - iii. misbehavior by the Student.
 - d) the course ceases to be provided to the Student at the School at any time after it starts but before it is completed.
5. If a student default event occurs under clause 4, the School will provide a refund to the Parents.
6. Refunds in accordance with clause 4 will be made within four weeks of the default day.
7. The School is not required to provide a refund if the Student was refused a student visa and the reason for refusal was one of the following reasons caused by the Student:
 - a) the Student failed to start the course at the School on the agreed starting date; or
 - b) the Student withdrew from the course at the School; or
 - c) the Parents failed to pay an amount he or she was liable to pay to the School in order to undertake the course.

DISCRETIONAL REFUNDS

8. The School may, in its absolute and sole discretion, consider providing a pro rata refund to the Parents in the following circumstances:
 - a) Where the student suffers an illness which, in the opinion of the Principal, dictates that the student would be best cared for by returning to his/her home country and family;
 - b) Where the student leaves the school due to unresolved social problems or grievances;
 - c) Upon the death of a parent or member of immediate family;
 - d) In the event of civil unrest or war in the student's home country, and where the need consequently exists for the student to return home; or
 - e) Any other circumstances, which may arise and which, in the opinion of the Principal, are beyond the reasonable influence of the student or parties acting for the student.
9. Approval for refund on any of the grounds in clause 8 is at the sole discretion of the Principal.

GENERAL

10. The Initial Fee is non-refundable upon withdrawal except under special circumstances, as determined by the sole discretion of the Principal.
11. Parents should complete the Refund Form at Appendix A when requesting a refund. Refunds will be paid to the Parents of the Student, and the Parents are considered the specified person in accordance with the ESOS Act.
12. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing

PROCEDURES

This [Overseas Student Refund Application Form](#) MUST be submitted to Reception or Accounts Department if lodged in person, or by post to The Corporate Services Manager, Yarra Valley Grammar School, Kalinda Road, Ringwood Vic 3134

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