Refund Policy

Full Fee Paying Overseas Students
CRICOS Registration Number 00637G

All applications for a full or part refund of course money should be made in writing to the Principal by the person who has a signed agreement with the School. The Principal should receive the refund application within 14 days of either the student’s failure to start the course or withdrawal from the course.

Payment of any refund due will be made within 4 weeks of receiving the written application for refund. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the School, at the last known address.

If there are exceptional circumstances for a student’s failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the Principal. The Principal may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

Unless there are approved exceptional circumstances, course money paid to the school will be refunded in the following manner:

1. In all cases, if there is a balance owing from Outside School Hours Care, the school will make application to the Outside School Hours Care fund on behalf of the student for the refund of any advance premiums paid.

2. If a student does not start a course on the agreed date:

   (i) If 1 Terms’ notice of cancellation has been received:
       - Any transaction fees associated with transfer of funds will be deducted
       - 100% of the Tuition and Homestay / Boarding Fees will be refunded
       - 100% of all other fees or payments will be refunded
       - Application and Enrolment Fees will not be refunded

   (ii) If less than 1 Terms’ notice of cancellation has been received:
       - No Tuition Fees will be refunded.
       - No Homestay / Boarding Fees will be refunded
       - 100% of all other fees or payments will be refunded
       - Advance payment of uniform and textbook costs will be refunded
       - Application and Enrolment Fees will not be refunded
3. If a student withdraws from a course before the completion date:

- No refund of the current Semester's Tuition/Boarding /Homestay Fees will be made.
- Tuition /Boarding /Homestay Fees paid in advance of the current Semester will only be refunded if one terms’ notice has been given, otherwise 10 weeks’ fees will be deducted from the amount in balance for Tuition /Boarding/Homestay Fees in lieu of notice.
- Advance payments for uniform and textbook costs will be refunded on a pro rata basis.
- Application and Enrolment Fees will not be refunded.

4. If a student does not complete an enrolled course because of failure to comply with School conditions of enrolment or student visa conditions, Paragraph 3, including the 10 weeks’ notice provision above, applies.

5. All refunds will be paid directly, and only to the person with whom the School has a written Agreement, unless written advice to do otherwise is received from this person. The refund will be paid in Australian dollars. Fees and Charges will not be refunded through an agency.

6. If Mount St. Bernard College is not able to provide a course for which the student has enrolled, provisions of the ESOS Act 2000 and the ESOS Regulations 2001 apply, and any refund owing will be made to the person with whom the School has a signed Agreement within two weeks, unless an arrangement to provide an alternative course is made under Part 3 Division 2, Section 31 of the ESOS Act 2000.

7. Under the National Code of Practice, Section C 43.3, a person holding a written Agreement with the School should be aware that the School’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

8. This Agreement does not remove the right to take further action under Australia’s consumer protection laws.

9. It is an Enrolment Condition of the School that all School Policies, including the Refund Policy, be fully understood by the person signing an Agreement with the School, prior to signing the Agreement.