



ROSEWOOD
INTERNATIONAL COLLEGE

Refund Policy for International Students

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1.1 Refund Policy

Claims for refunds must be made in writing using the Refund Request Form available from Rosewood International College. Following outlines, the Institutes Policy on Refunds:

1. If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused less \$200 administration fee.
2. Students are also eligible for a Refund if the Institute cancels the enrolled course or the Principal course application has been denied.
3. Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
 - a. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded less \$200 administration fee.
 - b. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) less \$200 administration fee and 100% for the remainder fees will be refunded.
4. There will be no refund issued following commencement of studies
5. All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.
6. If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
7. If the Institute cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee)
8. The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
9. When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
10. The Institute is only responsible for the refund of the commission received by the student's EA.
11. To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
12. Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
13. Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the PEO.
14. Refunds may be made to an immediate family member in the instance that a student has been non-contactable for at least 6 months or in the event of the student's death.
15. If Rosewood International College is unable to offer a refund or place the student in an alternative course, the student will be referred to the Tuition Protection Service (TPS) administrator. TPS Administrator will place the student in a suitable alternative course or if a suitable alternative course cannot be offered, TPS Administrator will pay the student a



refund as calculated by ESOS legislation. Further information about TPS is available from www.tps.gov.au

16. This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
17. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
18. 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.