



REFUND POLICY

CRICOS PROVIDER # 02254F

Refund Policy

Scope

Seluna's Refund Policy observes the principles outlined in the *Education Services for Overseas Students Act 2000* (ESOS Act) and *The National Code 2007* and applies to all new and re-enrolling students unless otherwise stated.

This Policy and the availability of the Institute's complaints and appeals processes, does not remove the right for a Student to take further action under Australia's Consumer Protection Laws.

Definitions

Direct International Student - a student granted an initial visa to attend and study at the Institute.

Institute Default occurs when:

- (a) the course does not begin on the agreed commencement date; or
- (b) the course ceases to be provided at any time after it commences but before it is completed; or
- (c) the course is not provided in full to a Student because a sanction has been imposed on the Institute.

International Student – a student who is a Direct International Student or a Local International Student.

Local International Student - a student granted an initial visa to attend another Australian educational institution and wants to extend or change the conditions to that visa by enrolling at the Institute.

Local Student – a student who is an Australian Citizen and/or permanent resident enrolled at the Institute.

Package of Courses – where a Student is enrolled in a package of courses at the Institute.

Student – a student enrolled at the Institute who is a Local Student, Local International Student or Direct International Student.

Student Default occurs when the Institute refuses to provide or continue providing a course to a Student due to:

- (a) a Student not commencing a course on the agreed start date;
- (b) a Student cancelling their enrolment in a course (this includes an abandonment of the course before its completion);
- (c) a Student failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course;
- (d) a Student breaching a condition of his or her student visa including but not



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limited to poor attendance or unsatisfactory course progress.

- (e) misbehaviour by a Student.

Refund – all Students

Institute Default

If there is an Institute Default, the Student can choose to accept either:

- (a) a refund of the course fees, which will be issued to the Student within 14 Days; or
- (b) to be placed in an alternative course with the Institute or another provider. If the Student chooses placement in an alternative course, the Student must sign a document to indicate their agreement to the placement.

If the Institute is unable to provide a refund or place the Student in an alternative course the Tuition Assurance Scheme will be responsible in placing the Student in a suitable alternative course at no extra cost.

If the Student is an International Student and the Tuition Assurance Scheme is unable to place the International Student in a suitable alternative course, the ESOS Assurance Fund Manager will then attempt to place them in a suitable alternative course or, if this is not possible, the International Student will be eligible for a refund as calculated by the Fund Manager.

Student Default

Before the commencement date

If a Student cancels their enrolment before the commencement date of a course and requests a refund:

Student Withdrawal	10 weeks or more before Semester	Total fees paid LESS AUD \$500 cancellation fee
Student Withdrawal	More than 4 weeks before Semester	60% of tuition fees will be refunded
Student Withdrawal	Less than 4 weeks before Semester	40% of tuition fees will be refunded
Student Withdrawal	After Semester commencement -irrespective of visa grant outcome for Local International student	No Refund

The written request must be in the refund form along with documentation. The refund will be processed within 28 days of the written request being received.

If a Student is able to demonstrate that matters beyond their control have resulted in the request for a refund of a portion of tuition fees that have been paid in advance, that Student may be eligible for a refund.

No refund will be issued to any Student who has deferred their enrolment.

After the commencement date

If there is a Student Default, after the agreed start date of a course no refund will be



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issued to the Student. This includes all monies paid or scheduled to be paid to the Institute for airport pick-up, accommodation booking and board.

The Institute reserves the right to invoice the student the portion of fees owed by the student for services received from the Institute.

Additional information for International Students

Visa Refusal Before semester start

Direct International Student

If the initial visa is not granted, a refund of course fees received by the Institute less the AUD \$200.00 enrolment fee will be issued to the Direct International Student within 28 days of the written request.

The written request must be in the Institute refund form with proof of visa refusal attached. Without proof of refusal from the Australian Government a refund will not be granted.

Where payment will be sent

All refunds for which a student is eligible will be forwarded, within 28 working days, to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.



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REFUND FORM

Appendix A

Application for Refund

Date: _____

Course: _____

Full Name: _____

Address: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for course described above. My reasons for applying for a refund are:

Please mark here	Reason	Refund
<input type="checkbox"/>	Visa refused prior to course commencement	Total Fees paid less \$200.00. Please provide proof of visa refusal
<input type="checkbox"/>	Withdrawal at least 10 weeks prior to agreed start date	Total Fees paid less \$500.00 cancellation fee
<input type="checkbox"/>	Withdrawal at least 4 weeks prior to agreed start date	60% refund
<input type="checkbox"/>	Withdrawal less than 4 weeks prior to agreed start date	40% refund
<input type="checkbox"/>	Course withdrawn by College	Full refund including enrolment fee
<input type="checkbox"/>	The College is unable to provide the course	Full refund

Please note where the student withdraws from the course without notification or breaches their Visa conditions no refund is payable.

Signed: _____

Date: _____