



**TRINITY COLLEGE** | FOUNDATION  
THE UNIVERSITY OF MELBOURNE | STUDIES

## **Trinity College Pathways School**

### **Refund Policy**

## Overview

International students 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).

Students who accept their offer of a place in a Trinity College course and subsequently decide to withdraw from the course must notify Trinity College in writing. Refunds are not provided unless the student has cancelled or withdrawn from their course.

Any overpayment of fees will be refunded to the student on provision of their bank account details.

A student may withdraw their enrolment in a course at any point in time. Depending on when the student withdraws from the course, they may be subject to a cancellation charge as set out in this policy.

If a student defers their course before commencement and subsequently submits a withdrawal request, any refund will be calculated based on the date of request for deferral.

If a student has a conditional offer but does not meet the conditions before the commencement date, Trinity College may offer an alternative program. If the student decides 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. The student must provide their most recent results as evidence or no refund will be provided.

If a student is 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 the student's enrolment, if the student has already enrolled. This includes medical and psychological information, knowingly or willfully withheld or not provided by the student which could affect or influence the management of the student whilst enrolled at Trinity College.

A student whose enrolment is terminated for breaches of Trinity's Student Code of Conduct or for breaches of the conditions of their Student Visa as set out by the Department of Immigration and Border Protection is not entitled to a refund of any fees.

Students who dispute Trinity College's decision about a refund may submit an appeal to have the decision reviewed under the Complaint Policy and Procedure.

## Scope

This Policy covers all international students studying in the Trinity College Foundation Studies Program.

## Definitions

*OSHC* – Overseas Student Health Cover

*IELTS* – International English Language Testing System

*FS* – Foundation Studies

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

*TPS* – Tuition Protection Service

*Census date* – The last date a student can withdraw from the course and be entitled to a refund as shown in the table below:

Intake	Pre-semester census date	Semester One census date	Semester Two census date
Comprehensive Extended	First day of Orientation		
Main Plus		First day of Orientation	10 teaching days after the recommencement of classes
Main		First day of Orientation	10 teaching days after the recommencement of classes
Fast Track		First day of Orientation	10 teaching days after the recommencement of classes

For all other intakes the census date will be the first day of Orientation.

## Payment of Refunds

Refunds will be paid directly into the students' Australian or international bank account, or their parent or guardian's bank account. For students under 18 years old, refunds will be paid to the 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 the student until all third-party agreements have been finalised.

## Timing of Refunds

1. Where a student withdraws from a course, any refund of tuition fees approved by Trinity College will be paid to the student within 4 weeks after confirmation of their withdrawal and receipt of their 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 and the ESOS Act 2000 TPS and Other Measures Bill 2011, students will be offered either enrolment in another intake with TCFS at no extra cost, or a partial refund of the unexpended portion of the pre-paid tuition fees, or we will seek to assist the student with a negotiated transfer to an equivalent provider of foundation studies in Melbourne. Only where we are unable to offer the student 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 the student visa has not been granted.
5. 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.

## Refunds - Prior to Course Commencement

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%

No refund of the first semester tuition fee will be made where the student:

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

## Refunds - After Course Commencement

1. A student is entitled to a refund of their tuition fees prior to the set census date for the program.
2. An administrative fee of \$500 will be levied on refunds of semester two tuition fees, except as set out below under 'Refunds - Special Circumstances'.
3. No refund of the first semester tuition fees will be made once the census date has passed, except as set out below under 'Refunds – Special Circumstances'.
4. Once the student has commenced the second or subsequent study period, no refund of tuition fees will be made once the census date has passed, except as set out below under 'Refunds – Special Circumstances'.

## Refunds - Special Circumstances

1. Tuition fees will be refunded, if a visa application is refused by the Department of Immigration and Border Protection (DIBP) and no additional fees will be levied.
2. Where special circumstances apply eg financial hardship, significant health problems, or other special extenuating personal circumstances beyond the student's control, which prevent the student 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	May 2017
Topic	Refund
Review date	May 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 Immigration and Border Protection (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) Department of Immigration and Border Protection
Related documents	TCPS Complaint Policy and Procedure TCPS Student Code of Conduct
Notes	Students are bound by all applicable federal and state legislation.