



Refund Policy

This policy outlines refunds applicable to course fees paid to the school.

Any service fees a parent(s)/legal guardian pays directly to a third party are not within the scope of this refund policy.

The application, enrolment and confirmation fees are all non-refundable.

Payment of Course Fees and Refunds

- 1/ Fees are payable according to Shore's Fees Policy.
- 2/ An itemised list of school fees is provided in the school's written agreement as per NC Standard 3.4.
- 3/ All fees are payable in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
- 4/ Refunds will be paid to the person who enters into the written agreement.
- 5/ All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Headmaster.

Visa Refusal

If a student's visa application is refused by the Department of Immigration and Citizenship and the student cannot undertake the course, the school will refund within four weeks any unspent tuition fees where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities, minus administration fee, as prescribed by the relevant Legislative Instrument.

Student Default

- 1/ Any amount owing under this section will be paid within 4 weeks of receiving appropriate written notice of a minimum of 1 term from the parent(s)/legal guardian.
- 2/ No refund will be given if less than 1 full terms notice is given.
- 3/ Non-tuition fees (other than boarding fees) will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
- 4/ If the parent(s)/legal guardian does not provide sufficient written notice of withdrawal and the student does not start the course on the agreed starting date, all unspent tuition fees in excess of 1 terms fees will be refunded less administration fee.
- 5/ No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - a. Failure to maintain satisfactory course progress (visa condition 8202).
 - b. Failure to maintain satisfactory attendance (visa condition 8202).
 - c. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - d. Failure to maintain and hold overseas student health cover (OSHC) (visa condition 8501)
 - e. Failure to pay course fees.



- f. Any behaviour identified as resulting in enrolment cancellation in Shore's School Rules Statement.

Provider Default

- 1/ If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent tuition fees* paid to the school will be made within 14 days of the agreed starting day.
- 2/ If for any reason the school is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unspent tuition fees paid to the school will be made within 14 days of the school's default day.
- 3/ In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian government's Tuition Protection Service (TPS). For information on the TPS please see: <https://tps.gov.au/Information/Students/How>

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.

* *Unspent pre-paid tuition fees* – in the case of the school not being able to provide the course in which the student is enrolled, unspent prepaid tuition fees will be calculated according to a Legislative Instrument: <https://www.legislation.gov.au/Details/F2012L01351>

If the student changes visa status (i.e. becomes a temporary or permanent resident) they will continue to pay overseas students' fees for the duration of that year.