

**POLICY****TUITION FEE REFUNDS**

<b>P-7-1</b>	VERSION	4	ISSUE DATE	28 NOVEMBER 2008
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	APPROVED	PRINCIPAL		

<i>Statement / Action</i>		<i>Responsibility</i>
1	AIM	
1.1	The aim of this document is to detail the School's policy on refunds of tuition fees	
1.2	This Policy applies to all activities of The Pittwater House Schools. Some programmes have specific refund rules which are detailed in this document. Note that arrangements for refunds differ between Domestic and Overseas students due to differing fee payment arrangements.	
2	FULL FEE PAYING OVERSEAS STUDENTS – GENERAL REFUND POLICY	
2.1	The \$200 Enrolment Fee is not refundable.	
2.2	All fees paid will be fully refunded if the student fails to be issued with a student Visa to study at the School and produces documentary evidence to that effect from the Australian immigration authorities. This refund is payable within 28 days of receipt of written application.	Financial Controller
2.3	Where written notification of cancellation of the enrolment is received by the School prior to commencement of the program the following policy applies:	Financial Controller
	2.3.1 Cancellation 10 weeks or more before the commencement date: 85% of the first year's tuition fees will be refunded. School will retain 15% of tuition fees + Enrolment Fee	Financial Controller
	2.3.2 Cancellation less than 10 weeks before the commencement date: 65% of the first year's tuition fees will be refunded. School will retain 35% of tuition fees + Enrolment Fee	Financial Controller
	2.3.3 Cancellation after commencement date – no refund.	Financial Controller
2.4	Where a refund is given and a commission to an Agent has been paid the amount of commission will be deducted from the refund.	Financial Controller
2.5	The above procedures are in accordance with the National Code 2007 Standard 3.1 & 3.2. These procedures do not remove the right to take further action under Australia's consumer protection laws.	Student
2.6	Full refunds (including the Enrolment Fee and Tuition Fees paid) will be made if the School fails to commence / ceases to provide / does not provide in full the course of study for which the student has applied (in accordance with the National Code 2007 Standard 3.1 & 3.2).	Financial Controller
2.7	There are no refunds for pre-paid extra services where the School has forwarded payment to other service providers, e.g. air port pick-up, initial payments to Homestay hosts, etc. School uniform items may be returned if not worn and with proof of date of purchase.	Financial Controller

2.8	Dispute resolution processes do not circumscribe the student's right to pursue other legal remedies	Student
3	FULL FEE PAYING OVERSEAS STUDENTS – EXCEPTIONAL CIRCUMSTANCES	
3.1	The School will provide a partial refund of fees in exceptional circumstances	Principal
	3.1.1 Exceptional circumstances may include <ul style="list-style-type: none"> <li>• Serious illness of a student (requiring return to home country),</li> <li>• Death of a close family member (parent, grandparent or sibling) and which requires the student to return to home country, or</li> <li>• Natural, political or civil event that prevents the full payment of fees and which requires the student to return to home country.</li> </ul>	Principal
3.2	Where a refund is given and a commission to an Agent has been paid the amount of commission will be deducted from the refund.	Financial Controller
4	DOMESTIC STUDENTS (SCHOOL PROGRAMMES) – GENERAL REFUND POLICY	
4.1	Parents must give one full term's notice of a withdrawal therefore the payment of refunds is not applicable.	
4.2	In the case where a parent has paid more than a term's fees in advance these fees will be refunded where written notification of withdrawal has been received in accordance with school policy.	
4.3	Parents using the Easy Fee Plan have a separate binding agreement which precludes the payment of refunds due to the discounted nature of the fees.	
5	APPEALS PROCEDURE	
5.1	If a dispute arises about the withholding of fees paid in advance to the school fee-paying parents (or their representatives) may appeal to the Business Manager or the Principal to review their case. Each appeal will be considered on its merits and may be referred to the school's lawyers for review. The Association of Independent Schools (NSW) provides mediation services, Tel. 02 9299 2845 In the State of NSW complaints may be made to the Department of Fair Trading, Tel 13 32 20, see also <a href="http://www.fairtrading.nsw.gov.au/icms.html">http://www.fairtrading.nsw.gov.au/icms.html</a>	Student's Family

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**NOTES**

1. References : NSW Government, <http://www.fairtrading.nsw.gov.au/icms.html>  
 Australian Government, ESOS Act 2000 and The National Code 2007
2. The Pittwater House Schools Ltd delivers the Foundation Year Certificate (PTW) programme under licence agreement from the University of New South Wales.
  - The Pittwater House Schools Ltd CRICOS Provider No. 00897J
  - The University of New South Wales CRICOS Provider No. 00098G

