

International Students Refund Policy

1. Commitment to Child Safety

Camberwell Girls Grammar School is a child safe organisation which welcomes all children, young people, their families and their participation. We are committed to providing culturally inclusive environments where all our students are safe and feel safe, and have confidence their voice is heard. We promote positive interactions between students and adults, and between students and their peers based on mutual trust and respect.

Child safety is a shared responsibility. Everyone engaged or employed by Camberwell Girls has a role to play in promoting child safety. All are aware of their responsibility to promptly raise issues or concerns about a child's safety or wellbeing. We have zero tolerance for child abuse and we take proactive steps to identify children who may be at risk or experiencing vulnerability to mitigate harm or distress.

Particular attention is given to the safety needs of Aboriginal or Torres Strait Islander students, those from culturally and linguistically diverse backgrounds, students with disabilities, international students, those unable to live at home and children and young people who identify as LGBTQIA+.

We regularly seek input from students, parents, carers, staff and volunteers in our child safe practices and communicate our policies and ongoing strategies following each systematic review.

2. Purpose

This Policy outlines refunds applicable to fees paid to Camberwell Girls Grammar School regarding International Students.

3. Scope

This Policy applies to staff involved in the approval of refunds for International Students.

4. Definitions

Term	Definition
School	Camberwell Girls Grammar School (Camberwell Girls)
Staff	All staff employed at Camberwell Girls.
International Students	Full fee-paying student enrolling on a Student Visa (Subclass 500).
Parents	Parents, guardians, carers.
Registered Provider	An Australian educational institution registered with the CRICOS.
Agent	Agents including education agents assisting families with enrolment. They may be located onshore or offshore.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.



5. Roles and Responsibilities

- ◆ The **Principal** is responsible for complying with their legal responsibilities in relation to International Students.
- ◆ The **Head of Admissions** is responsible for ensuring that the Policy is regularly reviewed and remains compliant with the relevant authorities and legislation.

6. Policy Statement

At Camberwell Girls, we understand that circumstances may change which impact an International Student's ability to continue their enrolment at the School. The School is a member of the Australian Government's Tuition Protection Service (TPS) which assists students to either continue their studies through another course or different provider, or by being provided a refund or loan credit for education and training they paid for but did not receive.

6.1. International Fee Payment Policy

It is the School's fee payment policy:

- ◆ not to request more than 50% of the International Student's total tuition fees for a course before the International Student has begun the course.
- ◆ to request all fees are payable according to the School's Fees and Business Regulations (for International Students) as invoiced; and
- ◆ that both parents are jointly and severally liable for payment of all fees and charges.

6.2. International Refund Policy

It is the School's refund policy that:

- ◆ the Enrolment Confirmation Fee is non-refundable in all circumstances.
- ◆ tuition fees which have been paid will be refunded in full if an International Student is unable to obtain a visa within the specified period. Evidence of their inability to obtain the visa must be provided.
- ◆ all fees must be paid in Australian dollars (AUD \$).
- ◆ refunds are paid in Australian dollars (AUD \$).
- ◆ refunds will be paid to Parents, not a third party.
- ◆ notifications of withdrawal from a course after commencement, or applications for a refund, must be made in writing and submitted to the Principal.

6.3. Procedure

6.3.1. Acceptance of Offer (1st Instalment)

Successful applicants will be required to:

- ◆ sign and return to the School the Written Agreement.
- ◆ pay the non-refundable Enrolment Confirmation Fee of AUD \$1,000 and,
- ◆ pay one semester's (half year) tuition fees (paid in advance) by the invoice due date.

Please note – the School does not request more than 50% of total tuition fees prior to commencement.

The School will issue a Confirmation of Enrolment (CoE) upon receipt of all due documents and fees.



6.3.2. At commencement (2nd Instalment)

On commencing their studies at the School, the 2nd instalment will be due and payable. This will fall either on 15 February (Semester 1) or 15 July (Semester 2).

Therefore, the 2nd instalment will be the difference between the current year tuition fee rate for one semester less payment received from the 1st instalment. No tuition fees will be payable if there has been no increase in fees from the date of offer.

6.3.3. After commencement (3rd and ongoing Instalments)

While the International Student continues their studies at the School, the 3rd and subsequent instalments will be payable on 15 February (Semester 1) or 15 July (Semester 2).

6.3.4. Summary of payment requirements

Instalments	Requirements
Instalment 1	Non-refundable Enrolment Confirmation Fee. One semester's tuition fees in advance as invoiced. Note – the School does not request more than 50% of total tuition fees prior to commencement.
Instalment 2	Due and payable: 15 February (Semester 1) or 15 July (Semester 2).
Instalment 3 and subsequent instalments	One Semester in advance due and payable: 15 February (Semester 1) or 15 July (Semester 2)

6.3.5. Change of Visa Status

In the event that an International Student obtains Australian Residency status prior to the end of Semester 1, the International Student will be charged local fees for the year. If the change in status occurs after the end of Semester 1, then local fees will be charged from the beginning of the following year.

6.4. International Refunds

6.4.1. Withdrawal

Where written notice of withdrawal is received by the Admissions Office at least two (2) months prior to the International Student's commencement date, tuition fees already paid will be refunded in full.

If written notice of withdrawal is received by the Admissions Office in less than two months from the International Student's commencement date, there is no entitlement to any refund of tuition fees already paid (excluding where a visa is not granted).

6.4.2. Transfer

Any request for transfer must comply with the School's International Students Transfer Policy.

One full semester's notice in writing to the Principal (from the International Student's Parent) is required in respect of a withdrawal or transfer of a current student.



Tuition and non-tuition fees paid for a semester will be refunded in full if written notice to the Principal is received by the Admissions Office, on or before the first day of the previous semester. Otherwise, there is no entitlement to any refund of tuition and non-tuition fees already paid in respect of the next semester.

Once a semester has commenced, there is no entitlement to any refund of fees paid for that semester.

6.4.3. Visa Refusal

The School will refund all tuition fees paid except the non-refundable Enrolment Confirmation Fee where the International Student produces evidence that the application made by the International Student for a student visa has been rejected by the Australian Immigration authorities.

6.4.4. Student Default

No refund of tuition and non-tuition fees will be made where an International Student's enrolment is cancelled due to:

- ◆ failure to maintain satisfactory course progress (visa condition 8202).
- ◆ failure to maintain satisfactory attendance (visa condition 8202).
- ◆ failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
- ◆ failure to pay course fees.
- ◆ any behaviour identified as resulting in enrolment cancellation in the School's Behaviour Management Policy for International Students.

6.4.5. School Default

In the unlikely event that the School does not:

- ◆ commence the course at the School location on the agreed starting day, or
- ◆ the course ceases to be provided to the International Student after it starts but before it is completed.

The School will notify the International Student and the Parents in writing and will endeavor to arrange for the International Student to be offered a place in an alternative course, which the International Student may accept in writing.

Alternatively, the School may issue a refund to the International Student's Parents for the amount of any unspent tuition fees received by the School in respect of the International Student.

Where the School is unable to fulfil its obligations in providing an agreeable alternative course for the International Student or provide a refund, the International Student will be advised to seek assistance from the Australian Government's Tuition Protection Service (TPS) who will assist them to either:

- ◆ complete their studies in another course or with another education provider; or
- ◆ receive a refund of their unspent tuition fees.

6.4.6. Discretionary Refund

The School may, in its sole discretion, provide a refund on the basis of the merits of each case where:

- ◆ the International Student's enrolment with the School is cancelled because of compassionate or compelling circumstances.
- ◆ any other reason not covered in this policy.

Compassionate or compelling circumstances are generally those beyond the control of the International Student and which have an impact on the International Student's course progress or wellbeing. Some examples of compassionate or compelling circumstances may include but is not limited to the following:

- ◆ serious illness or injury, where a medical certificate states that the International Student was unable to attend classes.

- ◆ bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- ◆ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the International Student's studies.
- ◆ a traumatic experience such as involvement in or witnessing a serious accident or being the victim of a serious crime (supported by police or psychologist report).
- ◆ inability to begin studying on the course commencement date due to delay in receiving a student visa.

There may be instances where refunds are / are not payable, such as:

Fee Type / Scenario	Tuition Fee	Non Tuition Fee	Notice Period	Refundable Amount
Enrolment Confirmation Fee	N/A	N/A	N/A	N/A
Visa application unsuccessful	YES	N/A	Prior to agreed starting day	Full Refund
Unable to satisfy Camberwell Girls entry conditions	YES	N/A	Prior to agreed starting day	Full Refund
Withdrawal prior to commencement	YES	N/A	> 2 months prior to commencement	Full Refund
Withdrawal prior to commencement	NO	N/A	< 2 months prior to commencement	None
Student does not start on the agreed start day (and has not withdrawn)	NO	NO	N/A	None
Enrolment cancellation due to failure to pay course fees	NO	NO	N/A	None
Enrolment cancellation due to unsatisfactory course progress	NO	NO	N/A	None
Enrolment cancellation due to unsatisfactory attendance	NO	NO	N/A	None
Enrolment cancellation due to unsatisfactory accommodation arrangements	NO	NO	N/A	None
Enrolment cancellation due to breach of Behaviour Management Policy	NO	NO	N/A	None
Enrolment cancellation due to compassionate and compelling circumstances	NO	NO	N/A	Discretionary
Withdrawal > 1 semester's notice	YES	YES	> 1 semester	1 semester's fees
Withdrawal < 1 semester's notice	NO	NO	< 1 semester	None
Transfer > 1 semester's notice *	YES	YES	> 1 semester	1 semester's fees
Transfer < 1 semester's notice *	NO	NO	< 1 semester	None
Withdrawal during a semester	NO	NO	< 1 semester	None
School default	YES	NO	N/A	Full refund of unspent funds
Camberwell Girls unable to deliver course in full	YES	NO	N/A	Full refund of unspent funds
Camberwell Girls unable to continue offering a course	YES	NO	N/A	Full refund of unspent funds
* Must comply with International Students Transfer Policy				



6.5. Australian Consumer Protection Laws

This policy and the School's complaints and appeals processes, do not remove the right of the International Student to take action under Australia's Consumer Protection Laws.

7. Related Documents

- ◆ International Students Marketing Policy
- ◆ International Students Recruitment and Enrolment Policy
- ◆ International Students Recognition of Prior Learning Policy
- ◆ International Students EAL Assessment Policy
- ◆ International Students Accommodation, Welfare and Support Policy
- ◆ International Students Emergency and Critical Incident Management Plan
- ◆ International Students Student Transfer Policy
- ◆ International Students Course Progress and Attendance Policy
- ◆ International Students Behaviour Management Policy
- ◆ International Students Deferment, Suspension and Cancellation Policy
- ◆ International Students Complaints and Appeals Policy
- ◆ International Students CRICOS Registration Policy
- ◆ Child Safety Code of Conduct
- ◆ Student Code of Conduct – Secondary School
- ◆ Parent Code of Conduct
- ◆ CGGS Fees and Business Regulations (for International Students)

8. Legislative Context

- ◆ Education Services for Overseas Students Act 2000
- ◆ National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018)
- ◆ Education Services for Overseas Students (ESOS) Framework
- ◆ Tuition Protection Service (TPS)
- ◆ Australian Consumer Law (Competition and Consumer Act 2010)
- ◆ Victorian Registration and Qualifications Authority (VRQA) Guidelines for CRICOS Providers



9. Governance

9.1. Document Details

Document Details	
Title	International Students Refund Policy
Policy Approver	Principal
Date Approved	June 2026
Policy Owner	Head of Admissions
Date Created	May 2024
Review Timeline	Every 2 years
Date of Next Review	June 2028

9.2. Version Control

Version	Date	Description
1.0	Oct 2016	Initial version
2.0	15.05.2019	New template with new header Refund timeframes omitted Refund matrix added
3.0	12.11.2018	Added Definitions section Updated International Fee Payment Policy Updated School Default Updated Refund Table Added Discretionary Refund Replaced DIBP with Department of Home Affairs
4.0	15.05.2019	New Policy Template. Carry forward as part of review cycle
5.0	May 2022	Carry forward as part of review cycle
6.0	May 2024	New Policy Template. Carry forward as part of review cycle



6.1	August 2024	Added definition of compassionate or compelling circumstances
7.0	May 2026	General review

9.3. Audience

Audience	Publication Location
Staff	School Intranet
International Students, Parents & Agents	School website