



# CANNING COLLEGE

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## REFUND POLICY

**The policy below will apply to students who are the holders of a student visa. It does not apply for enrolments where the student is on a dependent visa.**

**All refunds will be made in accordance with the refund table and conditions contained in this policy.**

A notice of withdrawal may be accepted as grounds for a partial refund of fees if the supporting documentary evidence can substantiate a claim due to:

- > illness or disability;
- > death of a close family member (parent, sibling, spouse, child); or
- > political or civil event that prevents a student continuing a program.
- > Exclusion from the College.

Refund forms available from Student Services

### **Making a request for a refund**

Refund applications for full or partial refunds must:

- > be made in writing using the Canning College Refund and Withdrawal Form;
- > be accompanied by Request for Release Form (if applicable);
- > set out the reasons for the request; and be forwarded to [sservices@canningcollege.wa.edu.au](mailto:sservices@canningcollege.wa.edu.au)

The information provided by the student must include:

- > the student's payment details;
- > the student's signature (or parent/guardian if under 18 years); and
- > all supporting documents relevant to the claim.

Refund applications where an applicant's student visa is unsuccessful must include a copy of the official notification of rejection from the Department of Home Affairs.

Refunds submitted for any other reason (not visa rejection) must include supporting documentation not limited to but may include:

- > copy of plane tickets/boarding passes;
- > passport bio data and signature page; and
- > medical certificates etc.

Refund applications will not be processed where the signature on the Refund and Withdrawal Form does not match the student's signature as shown on other documents provided by the student for admission to Canning College.

- > For students under 18 years of age the Refund and Withdrawal form must be signed by the nominated parent/guardian.
- > The date of the notification for refund is the date the completed form is received by Canning College or date/time of email. All amounts due to Canning College must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.
- > All refunds will be paid in Australian dollars (\$AUD), where this is not possible refunds will be paid in United States dollars (\$USD).
- > Fees paid by online credit card will be refunded to the same credit card.

# REFUND TABLE

## Conditions for applying for a refund

The following refunds apply:

- > Student is denied a visa by the Australian Government. No written agreement applies: refund of all course fees less an administration fee of up to A\$500
- > Student withdraws or transfers more than 10 weeks before the program commences. Refund of all course fees paid less an administration fee of up to 10% or \$1000.00, whichever is the lesser).
- > Student withdraws or has enrolment arrangements cancelled due to not meeting English language requirements after undertaking linked ELICOS studies, refund of all course fees paid less an administration fee of up to 10% or \$1000.00, (whichever is the lesser).
- > Student loses Good Standing status due to failure to comply with attendance, behaviour or subject work requirements (including meeting assignment deadlines, sitting for scheduled tests and examinations); all course fees for the current semester are forfeited and standard refund policy conditions are applied, to any subsequent semesters, from the date of termination.

Program duration less than 10 weeks		Refund Due
Student with a visa withdraws.	More than 4 weeks and up to 10 weeks before program starts.	70% of program fee
Student with a visa withdraws.	4 weeks or less before and after program commences	No Refund of program fee
Program duration greater than 10 weeks		
Student with a visa withdraws	More than 4 weeks and up to 10 weeks before program commences	70% of a semester's fee
Student with a visa withdraws.	4 weeks or less before program commences	40% of a semester's fee less \$1000 or 10% of course fee, whichever is the lesser, administration fee
Student with a visa withdraws.	After program commences and during first 4 weeks.	30% of a semester's fee less \$1000 or 10% of course fee, whichever is the lesser, administration fee
Student with a visa withdraws.	After 4 weeks of program commencement	No refund.

- > This agreement (policy) does not remove the right of the student or college to take further action under Australia's consumer protection laws or general legal processes.
- > Any refund will be issued within seven days of the student submitting all clearance documents.
- > Applications for refunds must be in writing and addressed to the Director.
- > If the nominated course is unable to be provided by the College, then, fees paid will be refunded in full or alternative comparable placements arranged.