

1.0 Purpose

- 1.1 This Refund Policy and Procedure defines the requirements for, and the system used to ensure, correct processing of refunds as per aspects of the National Code Standard 3.

2.0 Responsibilities

- 2.1 Finance Department is responsible for:
- 2.1.1** updating and implementing this policy and procedure
 - 2.1.2** assisting the PEO/Headmaster to ensure that staff and students are aware of its contents and that staff implement its requirement
 - 2.1.3** Accounts Payable Officer is responsible for:
 - 2.1.4** Processing the **227-FM-MGS Refund Request Form** and all supporting documentation
- 2.2 The Finance Manager in conjunction with the PEO/Headmaster is responsible for authorising academic refund requests
- 2.3 The Accounts Payable Officer is responsible for the processing of refunds as outlined in this policy
- 2.4 The IR Manager is responsible for liaison with Agents in the case where a refund needs to be made to an Agent.

3.0 Requirements

- 3.1 MGS will provide information on:
- 3.1.1** refunds of course money (Std 3.1c)
 - 3.1.2** amounts that may or may not be repaid to the student (including any course money collected by the education agents on behalf of the registered provider (4.5)
 - 3.1.3** a 'Plain English' explanation of what happens in the event of a course not being delivered (5.0)
 - 3.1.4** processes for claiming a refund (6.0)
 - 3.1.5** a statement that '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'. (8.3)
- 3.2 In the event that a course is cancelled, a refund will only be considered if a suitable alternative class is not available to the student
- 3.3 227-FM-MGS Refund Request Form must be correctly completed and submitted to MGS Accounts Payable for review and processing.
- 3.4 MGS agrees to refund, within 4 weeks subject to above conditions within this policy

4.0 Refund Policy-Student Default

4.1 If the course starts at Macquarie Grammar School on the agreed starting date:

- But the student does not attend the course on that day and has not previously withdrawn; or
- The student withdraws before or after the agreed starting day; or
- Macquarie Grammar School refuses to provide (or continue to provide) the course(s) due to:
 - non-payment fees;
 - the student breaching a condition of his/her student visa;
 - misbehaviour by the student in relation to which natural justice is provided to the student by Macquarie Grammar School.

No refund of fees will be paid by Macquarie Grammar School.

4.2 When a student fails to who has not commenced a course because of visa rejection only, Macquarie Grammar School will refund the course fees that student paid minus the lesser of the following amounts:

- 5% of the amount of course fees received by the provider in respect of the student before the default day; or
- \$800.

4.3 In circumstances where the Student has commenced the course at Macquarie Grammar School but must discontinue because of visa cancellation, MGS will refund the amount of the tuition fees paid in advance for any Study Period(s) yet to commence.

4.4 In circumstances in which the Student does not commence their course(s) for any other reason Macquarie Grammar School will refund 60% of schools fees paid in advance minus the Application Fee and the Enrolment Fee.

4.5 MGS will make any refund in Australian Dollars within 4 weeks of receiving a written claim by the Student in accordance with the Terms and Conditions as outlined in this Application Form, together with supporting evidence and such further information that Macquarie Grammar School may reasonable request.

4.6 Refund calculations are strictly limited to monies actually received by Macquarie Grammar School and do not other amounts such as Overseas Student Health Cover, administration expenses totalling no more than the lesser of \$800 or 5% of total course money received before the default date, expenses for travel, bank charges, accommodation and other domestic services that cannot be offset by providing the services to someone else. the cost of books, equipment and other materials needed for the course, proportion of course money received for the proportion of the course provided to the student before the default date, Agent's commission paid either directly by the student or through MGS on behalf of the student whether the commission was paid before or after monies were received by MGS.

4.7 Macquarie Grammar School will pay the refund to the Student or the Student's representative as identified in the Application Form.

- 4.8 When students are enrolled in package courses, in the event of a cancellation or withdrawal, a refund will be granted on the second course (treated as an independent course) as per the conditions above in point 1, if the Student cancels or withdraws after the course commencement date of the first course. No refund of prepaid course fees will be made to any Student who withdraws after the commencement date of a single course within MGS, or the first course within a packaged program composed of two or more MGS courses within one or more MGS.
- 4.9 Course and other fees are not transferable to another Student or institution.
- 4.10 Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the Student.
- 4.11 All applications for refund must be made by the Student in writing using the Refund Request Form and submitted to the Macquarie Grammar School Finance Department.
- 4.12 If a Student transfer to another provider is approved he or she is subject to the normal refund policy conditions.
- 4.13 If a student neglects to furnish the headmaster with a written notice of their intention to withdraw from the school, with a minimum of two terms' notice, the school will retain two terms' worth of tuition fees. It is not refundable.

5.0 Refund Policy-Provider Default

Refunds in situations of Provider Default are covered by the provisions of ***The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2000*** and apply if:

- MGS does not offer a course on the advertised start date or
- terminates a course after the course start date or before the course completion date or
- does not provide a course as advertised due to sanctions by any authority or
- does not provide a course in full.

In such a case MGS will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default if an alternative placement with another provider cannot be found to the student's satisfaction. Such refunds will be made within 2 weeks following the default date.

6.0 Procedure

To request for fees refund, the parent or the legal guardian or the student age above 18 must:

Correctly complete the **227-FM-MGS Refund Request Form**, available from Reception, and submit it to the Finance Department. The Accounts Payable:

- 6.1 ensure all sections of the **227-FM-MGS Refund Request Form** are fully completed by the parent or legal guardian or the student age above 18.
- 6.2 pass the **227-FM-MGS Refund Request Form** is attached any supporting documentation before consulting with MGS Admission and Welfare personnel to process on the refund request.
- 6.3 notify the parent/legal guardian/student in writing of the outcome of the application.

The Accounts Payable Officer will facilitate the refund within 4 weeks.

7.0 Refund of Homestay Service Fee

- 7.1 If a student cancels accommodation less than 7 days before arrival, they will be charged the Accommodation/Homestay placement fee (if applicable), plus a cancellation fee equivalent to 1 week's accommodation.
- 7.2 If a student cancels accommodation after arrival, 4 weeks' notice is required; any accommodation fees in excess of the notice period will be refunded less a 10% cancellation fee.
- 7.3 The homestay refund application form must submit to the assigned homestay service provider.
- 7.4 The request of the homestay refund must follow the policy and procedure of the assigned homestay service provider.

8.0 Refund of Guardianship Service Fee

- 8.1 The guardianship service refund application form must submit to the assigned guardianship service provider.
- 8.2 The request of the guardianship service fee must follow the policy and procedure of the assigned guardianship service provider.

9.0 In all cases:

- 9.1 The school will provide the student or agent with a written statement detailing how the refund amount has been calculated.
- 9.2 The school's dispute resolution processes do not circumscribe a student's right to pursue other legal remedies.
- 9.3 This agreement does not remove a student's right to take further action under Australia's consumer protection laws.
- 9.4 No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party or situation.
- 9.5 The school may not be able to process a refund within agreed terms if sufficient banking details or supporting documents have not been provided.

10.0 Definitions

- 10.1 **Non delivery of course** – A CRICOS Code course in entirety is unable to be delivered. Timetabled class cancellations do not constitute non delivery where this same CRICOS course code is provided under other timetables.
- 10.2 **Full set of refund request documentation** refers to a **227-FM-MGS Refund Request Form**, supporting documents and statement signed by student.
- 10.3 **Supporting document** can be visa rejection letter from the government authority, doctor certificate or any other official document that are certified.
- 10.4 **"Start date"** is defined as the first day of your course, outlined in offer letter and/or electronic Confirmation of Enrolment (eCoE).

11.0 References

- 11.1 The National Code Standard 3

12.0 Revision History

Rev.	Date	Description of modifications
1.	05/03/2009	Original Draft Policy sent to COO for review and approval Accommodation officer to review and approve home stay component Check to be made to find out all instances of where the refund policy appears-Resolved and noted in records section Check to find out which application form is in use and if team has improvements
2.	01/04/2009	Clause amendments made. Further reviews to be made prior to implementation Accommodation officer to review and approve home stay component New Application form to be implemented.
3.	06/05/2009	Definition of Course Cancellation clarified 3.7 added that cancelled courses mean students must join other classes for same CRICOS course code.
4.	18/01/2010	Revision of refund fee schedule and the implementation process.
5.	16/12/2011	Amendment to clause 3.7 to include reference to refund arrangements for packaged courses offered through MGS
6.	29/04/2013	COO replaced with Principal; International Relations with Marketing Manager; Academic Manager with Deputy Principal
7.	03/07/2013	Amendments made to documentation required to be submitted and Uniform refund incorporated.
8.	01/07/2014	3.7: "prepaid course fees" replaced with "tuition fees" as per amendments to ESOS Regulations 2001
9.	20/10/2014	Refund process and Cancelling process will be distinguished so Refund Request Form and Deferring Suspending or Cancelling Form are required to be completed separately. Refund process will be primarily processed by Finance Department; Academic Department will be sought for advice when necessary. Student will submit Refund Request Form directly to MGS Accounts Payable Officer. Business Manager will be responsible for authorising the refund instead of the Deputy Principal. In Refund Policy – Student Default, 28-day rule (<i>"If a student withdraws from a course 28 days or more before the course starts date, 20% of the tuition fee paid will be forfeited"</i>) is eliminated. Prepaid Course Rules (<i>"No refund of prepaid course fees will be made to any student who withdraws: a single course within an MGS or the first course within a packaged program"</i>) is withdrawn from the Refund Policy.
10.	25/05/2016	Roles and descriptions
11.	09/11/2017	Updated 4.2, 4.3 and 4.5 for the change of administration fee Amended 6.0 Procedure Amended 7.0 Request of Homestay Service Refund Added 8.0 The procedure and policy of requesting of Guardianship Service Refund
12.	12/05/2023	Updated