

Student Refund Policy

1. This refund policy applies to all course monies paid to the school.
2. Westbourne Grammar School requires all course monies, including tuition fees, to be paid directly to the school and does not accept course monies from education agents.
3. Fees for services paid to education agents by students are not covered by this refund policy.
4. The Application Fee is non-refundable.
5. The Deposit Against Fees is only refundable on completion of Year 12. If a student withdraws prior to the completion of Year 12 the Deposit Against Fees is non-refundable.
6. The Homestay Placement Fee is refundable if a student defaults prior to commencement, however, following homestay placement the fee becomes non-refundable.
7. Overseas Student Health Cover is refundable only if a student defaults prior to commencement. Once Overseas Health Cover has been applied, any refunds would have to be negotiated directly with the Insurance Company and the student.
8. Payment of Course Fees and Refunds
 - a. The initial payment is 6 months fees in advance. Once the student has commenced at the school, fees are paid 3 months in advance.
 - b. All fees must be paid in Australian dollars.
 - c. If the student changes visa status (eg: becomes a temporary or permanent resident) he/she will be entitled to pay local fees from the date that the new visa has been granted. This is conditional on evidence of the change of visa being provided to the school within 6 months of the visa being granted. If evidence is not provided within 6 months of the visa being granted the student will pay local fees from the date of evidence being sighted by the school.
 - d. Refunds will be reimbursed in Australian dollars.
 - e. Refunds will be paid to the person specified in the Fee Data section of the Application form unless instructed otherwise, in writing, by that person.
9. All notification of withdrawal from a course, or applications for refunds, must be made in writing (from student's parents) and submitted to the Director of Admissions & Marketing. If the student is transferring to another provider the Application for Student Transfer / Letter of Release and all supporting documents as requested on the application will serve as written notification.
10. Visa Rejection

The school will refund within 28 days all course monies paid (excluding the Application Fee) where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.

11. Student Default
 - a. Refunds for student default apply to tuition fees only. The school will refund within 28 days of the receipt of written notification (in the case of student transfer the Application for Student Transfer / Letter of Release and all supporting documents as requested) of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below:
 - i. If written notice is received up to 10 weeks prior to commencement of the course, the school will refund all tuition fees.
 - ii. If written notice is received less than 10 weeks prior to commencement of the course, the school will be entitled to retain 10% of the tuition fees. The remainder of the tuition fees will be refunded.
 - iii. If written notice is received after the student has commenced the course and 10 weeks clear notice (excluding holidays) has been given the tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course.
 - iv. If written notice is received after the student has commenced the course and 10 weeks clear notice (excluding holidays) has not been given the student will be charged a ½ term's fees in lieu of notice. Any remaining tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course.
 - b. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - i. failure to maintain satisfactory course progress (visa condition 8202)
 - ii. failure to maintain satisfactory attendance (visa condition 8202)
 - iii. failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iv. Failure to pay course fees
 - v. Any behaviour identified as resulting in enrolment cancellation in Westbourne Grammar School's 'School Rules' publication.
12. School Default
 - a. In the unlikely event the school is unable to offer a course, a full refund of fees paid (excluding the Application Fee) will be made within 14 days of notification of course cancellation.
 - b. In the unlikely event the school is unable to continue offering a course after commencement the tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course. The Deposit Against Fees will also be refunded in this situation. The refund will be made within 14 days of notification of course cancellation. The Application Fee, Homestay Placement fee and Overseas Student Health Cover will be non-refundable.
13. 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.
14. Definitions
 - a. Course money – includes tuition fees, any amount received by the school for Overseas Student Health Cover and any other amount the student has to pay in order to undertake the course.
 - b. Written Notification – letter signed by the parents or, in the event that the student is transferring to another provider, a completed Application for Student Transfer / Letter of Release and all supporting documents as requested on the application.