

PARTIES INVOLVED IN THIS REFUND POLICY

1. Castle College Pty Ltd hereafter referred to as "CC" is an approved educational provider for ELICOS (English Language Intensive Courses for Overseas Students). Its CRICOS Provider Code is 02760K.
2. The person/people hereafter referred to as "student", "students" or "student's" is a person/people whether within or outside Australia who is either accepted for enrolment or enrolled in a course provided by CC or a person who is or will be required to hold a student visa or other kind of visa to undertake and/or continue his/her course of study.
3. All additional forms mentioned in this agreement can be requested via email: marketing@castle-college.com.au

REFUND POLICY (GENERAL CONDITIONS)

4. The student's intention to cancel their enrolment (FORM 19) or apply for/claim a refund (FORM 20) of his/her course fees at CC must be presented in written form and delivered to the College administration no later than 28 days after the agreed course start date. All refund applications received after 28 days of the agreed course start date will not be granted.
5. All refunds are made in Australian dollars.
6. If the student defaults all entitled refund payments will be made within 28 days of receiving the written request for the refund.
7. If the refund method involves bank fees (e.g. by bank draft or electronic transfer), the bank fees will be deducted from the refund amount.
8. CC will only refund fees received.
9. Course fees are not transferable and cannot be transferred to another person or institution.
10. The enrolment fee is not refundable.
11. The accommodation arrangement fee is not refundable.
12. The airport pick up fee is not refundable unless student informs CC of pickup cancellation at least 28 days before the intended airport pickup date.
13. No refund of fees will be given in the event of student initiated cancellation, withdrawal, suspension, decisions to change providers, or changes in study plan.
14. No refund of fees will be paid to any student who is expelled for breaching CC rules.
15. No refund of fees will be paid to any student who breaches their visa conditions or fails to meet course requirements.

COURSE FEE REFUNDS

1. If the student's written application for cancellation of the student's course (usually on FORM 19) is received 28 days or more before the agreed course start date, a cancellation fee of 25% of the student's course fees will apply.
2. If the student's written application for course cancellation is received less than 28 days before the agreed course start date (i.e. the day on which the course is scheduled to start), a cancellation fee of 50% of the student's course fees will apply.
3. If a student's written application for cancellation of the student's course is received after the agreed start date of the course (i.e. the day on which the course is scheduled to start), no refund will be given.
4. In the unlikely event that the student wants to terminate his/her course after the agreed course start date, the balance of fees is not refundable.
5. Any refund that is granted under these terms and conditions will be made within 28 days of the lodgement of the refund application.

COURSE REFUNDS (VISA REFUSAL)

1. If a student visa is refused by DIAC all paid tuition fees and any other fees paid to CC will be refunded in full upon proof of visa rejection.
2. The enrolment fee, accommodation placement fee, airport pick-up fee any other government fees or charges are not refundable if the visa is rejected.

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3. In order to claim a refund, a visa rejection letter from DIAC must be provided as a proof that visa has not been granted.

COLLEGE DEFAULT

1. In the unlikely event that CC is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by CC at no extra cost to you.
2. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
3. If CC is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) the Australian Council for Private Education and Training (ACPET), will place you in a suitable alternative course at no extra cost to you.
4. Finally, if the Australian Council for Private Education and Training (ACPET) cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

EXPULSION

1. CC reserves the right to expel the student and cancel their enrolment for behaviour which may cause problems for other students, CC's reputation, and CC's relationship with other organisations (such as building management) or for breaking laws applicable in New South Wales. Appropriate disciplinary procedures will apply. No refund will be paid to any student who is expelled.

PACKAGED COURSES

1. Where two or more courses are packaged together, commencement of the course is defined as the Course Start Date nominated in the PROGRAM section of the enrolment form for the first course in the package.
2. In accordance with the GENERAL CONDITIONS of the REFUND POLICY, no fees will be refunded after the commencement of any one of the courses the student is enrolled in or for which they have been provided with a Confirmation of Enrolment (CoE).

COURSE DEFERMENT, SUSPENSION OR CANCELLATION

1. Students who are unable to commence the course on time must contact the CC and apply to defer, suspend or cancel their enrolment. Commencement of the course is defined as the Course Start Date nominated in the PROGRAM section of the enrolment form.
2. For applications to defer or suspend enrolment, the Application to Defer or Temporarily Suspend Enrolment (FORM 18) should be completed so that a new commencement date can be arranged.
3. For applications to cancel enrolment, the Application to Cancel Enrolment (FORM 19) should be used.
4. All applications MUST be accompanied by documentary evidence that supports the grounds on which deferment, suspension or cancellation is sought.
5. It is the students' responsibility to notify CC of their intention to defer, suspend or cancel their enrolment and any student who fails to notify CC of their intention to defer, suspend or cancel their enrolment is subject to the GENERAL CONDITIONS of the REFUND POLICY.

This refund policy has been extracted from the Castle College enrolment form. Castle College takes care to ensure that all of its published policies and procedures are up to date. However, from time to time when policies are reviewed, the conditions appearing in earlier versions of the policy may be superseded. In the case of the refund policy, it is important that the student verifies the refund conditions that they have agreed to in their written agreement (Enrolment Form) with CC.

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