

Refund Policy Statement

ESOS Regulation and Standards	National Code Standard 3
Definition	An enrolment is defined as a course or courses of study commenced by a student at HGT Australia Ltd. The enrolment date is the date of commencement of the student's first course at HGT Australia Ltd.
Practice	<ol style="list-style-type: none"> <p>1. Full Refund of Tuition Fees if Visa is refused by Department of Home Affairs Prior to commencing course</p> <p>A full refund of tuition fees will be made where a student's visa application is refused by the Department of Home Affairs and the student has not commenced their course. Written proof of refusal must accompany the request for refund.</p> <p>The Enrolment Fee will not be refunded, nor will the Accommodation Fee if accommodation has already been arranged. Accommodation and airport pickup services fees (where included in the contract) will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).</p> <p>2. Unused Tuition fees refund if Visa is refused by Department of Home Affairs after commencing course</p> <p>A full refund of unused tuition fees will be made where a student's visa application is refused by the Department of Home Affairs. HGT Australia Ltd will calculate this fee by using the legislative instrument under subsection of 47(E) (4) of the ESOS Act. Written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded, nor will the Accommodation Fee if accommodation has already been arranged. Unused Accommodation will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).</p> <p>3. Student Defers Course prior to the Date of Course Commencement</p> <p>Students must start their course on their allocated starting date except in exceptional circumstances. Students who wish to defer their course start date must give at least one week's written notice. If less than one week's notice is given, HGT Australia Ltd will charge the student one week's tuition fee. Students who do not arrive on the designated start date and have not given notice, will automatically be charged one week's tuition fee.</p> <p>Students who do not commence on their designated start date, are cancelled and then wish to re-enrol will be charged a re-enrolment fee of \$220 and also will be charged course fees as per the current course fee schedule. Any previous discount will not be applied. Students who submit an application to defer their start date and then withdraw from the course, there will be no refund.</p> <p>4. Student Cancels an Enrolment prior to the Date of Commencement</p> <p>Where a student cancels their enrolment prior to the date of commencement, the following practice will apply:</p> <ol style="list-style-type: none"> i. Written notice at least four (4) weeks prior to the start date – Full Refund of Tuition fees. ii. Written notice less than four (4) weeks prior to the start date - Cancellation charge equal to four (4) weeks tuition applies. <p>Enrolment Fee and Accommodation Fees will not be refunded if course is cancelled. The balance of Tuition Fees, plus any accommodation and Airport pickup services fee paid in advance will be refunded within 28 days of the written request.</p> <p>5. Cancellations/Withdrawals once an Enrolment has Commenced</p> <p>No refunds of any kind will be made once the student's enrolment date has passed, unless the participant has a legitimate complaint against the College that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia. If students on a payment plan withdraw once their enrolment has commenced, they will be liable for all tuition fees due as per signed payment plan agreement.</p> <p>6. Transfers of Course fees between courses at HGT Australia Ltd</p> <p>Course funds are transferable to other courses within HGT Australia Ltd at the discretion of the Head of College. HGT Australia Ltd will use the legislative instrument under subsection of 47(E)(4) of the ESOS act to determine fees transferable.</p> <p>7. Accommodation Cancellation</p> <ol style="list-style-type: none"> i. Before Student arrives in Australia: If four (4) weeks' written notice is given – full refund. Less than four (4) weeks' notice – a cancellation charge equal to two 2 weeks rent will apply. No refund of Accommodation placement fee if

	<p>accommodation has already been booked.</p> <p>ii. After Course commencement: - at least two (2) weeks' notice must be given, or a cancellation charge equal to two (2) weeks rent will apply.</p> <p>8. Airport transfer services Fee Cancellation if an Airport transfer (pick up or drop off) booking is cancelled or changed: 48 hours or more prior to the original arrival time, a full refund of the transfer fee will be provided. Less than 48 hours prior to the original arrival time, no refund will be issued.</p> <p>9. Course Cancelled due to Student Misbehaviour or non-observance of Government Regulations If a student is dismissed from a program for unsatisfactory attendance or behaviour, or the student's studies are terminated as a result of a breach of Government (visa, etc.) regulations, no refund of fees will be made.</p> <p>10. Exceptional Circumstances: Deferment of a Course of Study for an Existing Student Where a student is unable to continue his or her studies for reasons deemed by the College to be to be "exceptional circumstances," (e.g. illness or death of a close relative, backed up by documentary proof), the student will not be entitled to a refund but may apply for a deferment. Course deferments can be scheduled for any date in the future so that students are able to resume their studies at a time convenient to them.</p> <p>Note:</p> <p>i. Course deferments cannot be converted to cash refunds under any circumstances.</p> <p>ii. The College does not offer a deferment, or transfer pre-paid fees to another person.</p> <p>11. Requests for a Refund Requests for refund should be made in writing and forwarded to the International Education Coordinator. An acknowledgement of the request will be sent immediately to the email address nominated in the request, or the last known email address held on file for that student. If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by overseas transfer.</p> <p>If the payment was made by credit card the payment will be refunded to the credit card from which payment was made. The refund will be paid directly to the person who entered into the contract with the College, unless that person gives a written direction to the College to pay someone else. This does not apply in the case of credit card refunds. Refund cheques will be posted to the nominated address, or made available for collection from the College Administration office. All refunds will be processed and paid within 28 days of the receipt of the written request. Note: If the refund payment requires an international bank transfer, a \$40 transfer fee will apply.</p> <p>12. Corporate Clients Where a Corporate Client has enrolled a student to study as part of their employment, no refund of fees will be granted where a student leaves their employment and/or does not complete, or fails to attend the course.</p> <p>13. Rights of International Students in Refund Disputes In the case of a dispute over a refund, international students may access the College's Complaint and Appeals process and nominate a support person to accompany them at any stage of the complaint resolution process. If necessary, the College can also arrange an external mediator to help settle the dispute. 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.</p> <p>14. Provider Default In the unlikely event of HGT Australia Ltd not being able to provide a course for an enrolled student, all fees, including the Enrolment Fee, Airport pickup services Fee and Accommodation fee as determined by the legislative instrument under subsection of 47 (E) (4) ESOS Act will be refunded to the student within 14 days.</p> <p>15. Protecting your tuition fees Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Services (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either complete their studies in another course or with another education institution, or receive a refund of their unspent tuition fees. For more information on the TPS, visit: https://tps.gov.au</p>
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Reviewed	<i>Annually - Last reviewed 7 March 2018</i>
Version	Version 2.3 (7 March 2018)
Owner	Deputy Head of College