

REFUND POLICY

POLICY STATEMENT

This policy will apply to students who have enrolled at Canning College either onshore or online. All refunds will be made in accordance with the refund schedule 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 canning.col.info@education.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.

CONDITIONS FOR APPLYING FOR A REFUND

The following refunds apply:

- a) 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. **This does not apply to students who have already commenced online studies.**
- b) 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).
- c) 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).
- d) 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.
- e) Where a student has paid a deposit for a packaged principal course at Canning and withdraws after completing the preliminary course and prior to commencement of the principal course, the deposit will be refunded less an administration fee of up to 10% or \$1000.00, whichever is the lesser
- f) 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.
- g) Any refund will be issued within seven working days of the student submitting all clearance documents. Refunds will be made according to instructions from the person who confirmed/accepted the student's enrolment and arranged for payment of fees.
- h) Applications for refunds must be in writing and addressed to the Director, International Operations.
- i) 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.

REFUND SCHEDULE

Program duration less than 10 weeks	Refund due
Student withdraws or transfers more than 4 weeks and up to 10 weeks before program starts	70% of program fee
Student withdraws or transfers 4 weeks or less before and after program commences	No refund of program fee

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