



# Avalon College

## REFUND POLICY

### 1. Purpose

Avalon College is committed to maintaining a fair, transparent, and legally compliant refund policy for international students. This policy adheres to:

- **Victorian Registration and Qualifications Authority (VRQA) standards**
- **Education Services for Overseas Students (ESOS) Act 2000 (Cth)**
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)**

This policy outlines the conditions under which students may be eligible for a refund of tuition, boarding, and other applicable fees, and the procedures for requesting a refund.

### 2. Scope

This policy applies to:

- All students enrolled at Avalon College
- Tuition fees, boarding fees, and related charges
- Refund requests resulting from:
  - Visa refusal
  - Student-initiated or involuntary withdrawal
  - Provider default

### 3. Refund Eligibility and Conditions

#### 3.1 General Conditions

- No refund is available if the student cancels after the course has commenced.
- Deposit and establishment fees are **non-refundable**.
- Unused weekly fees are refundable only if:
  - A visa is refused and proof is provided
  - The course is not delivered by Avalon College
  - The student is not accepted into Avalon College
- A cancellation fee of **20% of weekly fees** applies if the student withdraws prior to course commencement for reasons **other than those listed above**.
- Weekly fees are **non-transferable** to other individuals.



### 3.2 Refund Due to Visa Refusal

- If a student's visa application is **refused before course commencement**, Avalon College will refund **all tuition and boarding fees paid**, minus an **administration fee of AUD \$500**.
- Official documentation from the **Department of Home Affairs** must be provided as evidence of visa refusal.

### 3.3 Refund Due to Provider Default

- If Avalon College is unable to deliver a course as agreed, a **full refund** of any tuition fees paid for undelivered services will be provided.
- Refunds will be managed in accordance with the **ESOS Act 2000** and **Tuition Protection Service (TPS)** obligations.
- In the event of course cancellation by Avalon College, refunds will be processed **within 14 days** of written notice.

### 3.4 Refund Processing and Payment

- All refund requests must be submitted **in writing** using the official Refund Request Form (AC-ENR-007).
- Approved refunds will be paid in **Australian Dollars (AUD)** to the original payer (parent/guardian or remitter).
- Refunds will be processed within **28 days** of receiving the written request.
- In provider default cases, the **TPS** may administer the refund and placement process.

### 3.5 No Refund Circumstances

No refund will be provided if:

- The student is expelled for misconduct or breach of the **Student Code of Conduct (AC-WEL-001)**.
- The student fails to meet **visa conditions** or **attendance requirements**.
- The student **voluntarily withdraws** after the course has commenced.



#### 4. Refund Application Process

1. **Submit Written Request**  
Complete and submit the **Refund Request Form (AC-ENR-007)** to the Avalon College Administration Office.
2. **Provide Supporting Documentation**  
Attach relevant documents (e.g. visa refusal letter, withdrawal form, etc.).
3. **Processing Time**  
Avalon College will assess refund applications within **20 business days** of receipt.
4. **Notification**  
Applicants will receive a written response indicating approval or rejection of the refund request.
5. **Disbursement**  
Approved refunds will be processed via **electronic funds transfer** to the students parent/s or to the original payer within **10 business days** of approval.

#### 5. Record-Keeping and Compliance

- All refund applications and outcomes will be **securely documented**.
- Refund transactions will be **reviewed annually** for compliance with VRQA and ESOS Act requirements.
- Refund decisions are subject to **internal review** and **dispute resolution** processes as outlined in the **Complaints & Grievances Policy (AC-GOV-003)**.

#### 6. Policy Review

This policy will be reviewed annually to ensure compliance with:

- **VRQA standards**
- **ESOS Act** obligations
- Best practices in international student financial protections

This policy is reviewed annually to ensure alignment with VRQA standards and current Australian laws related to student conduct and online safety.

**Approved by:** Avalon College Managing Director

**Signature:** \_\_\_\_\_

**Date:** 27 March 2025

**Document Reference:** AC-ENR-004

**Version:** 1.0

**Effective Date:** 27 March 2025

**Next Review Date:** 27 March 2026

**Approved By:** Avalon College Managing Director