

Avalon College Refund Policy

1. Purpose

Avalon College is committed to maintaining a **fair and transparent refund policy** for international students in accordance with **VRQA standards, the ESOS Act 2000 (Cth), and the 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 and boarding fees, as well as the procedures for requesting a refund.

2. Scope

This policy applies to:

- **All students enrolled at Avalon College.**
- **Tuition fees, boarding fees, and other related charges.**
- **Refund requests made due to visa refusals, student voluntary or involuntary withdrawals, or provider default.**

3. Refund Eligibility & Conditions

3.1 General Refund Conditions

- There is **no refund** if cancellation occurs after the student has begun their course.
- **Deposit and establishment fees are non-refundable.**
- Unused weekly fees are refunded **only** when:
 - Proof of **visa rejection** is provided.
 - The course is **not run** by Avalon College.
 - The student is **refused a place** at Avalon College.

- A **cancellation fee of 20% of weekly fees** applies if notification is received before the commencement date for reasons other than those stated above.
- Weekly fees **cannot be transferred** to another person.

3.2 Refund Due to Visa Refusal

- If a student's visa application is refused before commencing their course, Avalon College will refund **all tuition and boarding fees paid**, minus an administration fee of **AUD \$500**.
- The student must provide **official written evidence of visa refusal** from the Department of Home Affairs.

3.3 Refund Due to Provider Default

- If Avalon College **fails to deliver a course** as agreed, students will be eligible for a full refund of tuition fees paid for undelivered services.
- Refunds will be processed in compliance with the **ESOS Act 2000 and Tuition Protection Service (TPS) requirements**.
- If Avalon College cancels a course, refunds will be processed **within two weeks** of the date of notice of course cancellation.

3.4 Refund Processing & Payment

- All requests for refunds must be **made in writing**.
- Approved refunds will be made in **Australian Dollars (AUD)** to the parents of the student or the **original remitter**.
- Processing of refunds may take up to **4 weeks (28 days)** from the receipt of a written claim.
- The Tuition Protection Service (TPS) may **control the refund and placement process** if Avalon College defaults and is unable to provide a course.

3.5 No Refund Circumstances

A student is **not eligible for a refund** if:

- They are expelled due to misconduct or breach of **Avalon College’s Student Code of Conduct (AC-WEL-001)**.
- They fail to comply with **visa conditions or student attendance requirements**.
- They voluntarily leave Avalon College **after the course has commenced**.

4. Refund Application Process

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

5. Record-Keeping & Compliance

- **All refund requests and transactions** will be securely documented.
- **Refund records will be reviewed annually** for compliance with **VRQA and ESOS Act requirements**.
- Refund decisions are subject to **internal review and dispute resolution mechanisms** 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, and student financial protections**.