

Refund Policy & Request Form (International Students)

Introduction

Students wishing to apply for a refund must first cancel their course. This is done by completing the appropriate form, submitting sufficient evidence to support their reason for cancellation and paying any outstanding fees as well as a \$200 cancellation fee. Sufficient evidence may include but is not limited to professionally translated & certified copies of flight tickets, stamp on passport, visa cancellation letter, medical certificate or death certificate. Cancellations may not be processed until sufficient evidence, fees and CEO/Manager approval are received.

Once cancellation is approved you may complete a refund form. Please read the Refund Policy before completing the form.

Students are made aware of the refund policy prior to any fees being paid, and prior to enrolment being accepted. This is done by including the refund policy in the enrolment package provided to students, and on the download page of our website <http://eagleacademy.com.au/downloads>. Fees must be paid and refunded in Australian dollars only. Overseas student's fees are protected by requirements of the ESOS Act, a legislation which ensures that overseas student's fees are protected, with a guaranteed refund, or transfer of provider, if a provider is unable to offer a course. From 1st July 2012, the Academy holds all fees received prior to commencement in a special account, in the case of a need to refund, under circumstances required by law, or this refund policy.

The Eagle Academy accepts payments in advance (in accordance with our Payment Schedule Options) before a Confirmation of Enrolment will be issued. Any pre-paid fees received by the Academy as shown on page 1 are held in a special account until the commencement date. Note that this amount is only the money received by The Eagle Academy, and doesn't include any commission monies withheld by agents. Students may instruct their agents to include that amount if they wish.

The Eagle Academy may vary a payment schedule within legal requirements at its discretion, or offer scholarships as it sees fit.

Cancellation Fee: There is an administration cancellation fee of \$200 if students wish to cancel their course once a COE has been issued, regardless of the circumstances and timing of the cancellation. The only exception to this fee is for VISA refusal which is covered under legislation.

Promotions and special offers: These offers are intended for students who will complete their qualification courses only. If the student agreed to accept a special course offer/ price with a refund policy different to this one, the special policy applies (e.g. no refund), except where refunds are required to follow requirements of the ESOS Act.

Should a student cancel, the Academy reserves the right to deduct the cost of any "free" or "included" extra course or license, whether or not the student completed the relevant course. For example, an amount of \$80 would be deducted for the "free" RSA & RSG license courses included with some promotions.

Non-Tuition Refunds: All non-tuition payable for any course is non-refundable and paid in full in the first payment. In any circumstances where non-tuition has not been paid in full, it must be paid before a cancellation and refund can be processed unless

- (i) allowed for under the ESOS Act 2000 or its regulations, OR
- (ii) Such fees were unused excursion fees, OSHC fees, or membership fees, and approved by the campus Manager.

Refund of Tuition Fees (as shown on the Payment Schedule): For the purposes of this policy "Tuition Fees" do not include Non-tuition fees such as Administration fees, OSHC, Government fee levies, Materials fees, excursion fees, or membership fees (e.g. to Fitness Centres)

Refunds are made as follows, for the part of the Tuition Fees passed on by the Agent. It is expected that Agents will likewise refund tuition fees in these cases, and students should notify the Academy if that does not occur.

- a) **Visa application rejections:** A refund will be made in accordance with the ESOS Act 2000 and ESOS Regulations 2001.
- b) **Cancellation prior to commencing:** A refund of tuition fees paid will be made less 10% of the fees applicable to the first study period.
- c) **Cancellation once student commencement date passes:** If you cancel a course of study once the commencement date has passed, you will not be given a refund of any tuition fees for the current study period, and refunds of monies paid for future study periods is at the discretion of the CEO. Any fees owing to The Eagle Academy must be paid immediately.
- d) **Termination of, or inability to provide a course by The Eagle Academy:** The Academy will notify students of the provider default and offer them a place in another course or pro-rata refund. The Tuition Protection Service (TPS) may be involved in any refunds paid due to provider default. The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.
- e) **Hardship:** In cases of hardship, or circumstances beyond the control of the students, an assessment of the circumstances and/or hardship will be made on a case by case basis, to determine what, if any, refund is to be issued. The Academy will act in a compassionate manner in all such dealings.

OSHC Refunds: Students wishing to get a refund of OSHC Insurance that has been sourced by the Academy will be entitled to a pro-rata refund (less our administration charge) and the refund will be forwarded separately upon the refund being received by the OSHC provider. Students should make it clear that they wish to receive an OSHC refund.

Visa Cancellations, Expulsion and Deportation: If a student defaults, such as failing to commence, or is reported for unsatisfactory attendance, or unsatisfactory progress, or has their enrolment terminated, or has their Student Visa cancelled, no refunds are made.

ESOS Act: <https://www.legislation.gov.au/Details/C2017C00292>

NOTES:

- Refunds will only be made on receipt of a written application to the CEO which must be signed by a parent or guardian in the case of a minor. The application must outline all reasons for the request, and be dated.
- Any refund that may be payable will be remitted in Australian currency only.
- Refunds will be paid to the student except in the circumstances where a third party paid for the course (e.g. partner, family member or employer) or the academy is directed otherwise by the student. The authorized account details for the refund transfer must be supplied by the student when completing the Refund Request Form.
- The total amount of any refund due will be paid no later than four weeks after the Application for Refund is received.
- No refunds will be made other than in terms of the policy statement.
- The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.
- The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

Student Refund Request Form

Cancellation must first be approved before a refund can be processed. Fees may be deducted or charged when a course is cancelled. Please read the Refund Policy agreed to at the time of your enrolment for more information. Visa Refusal cancellations may be exempt from sections of the Refund Policy.

Student Name: _____

Current Address: _____

Email Address: _____

Certificate: _____ **Start Date:** _____

Agent: _____ **Current tuition week:** _____

Reason for cancellation: _____

OSHC

Students wishing to get a refund of OSHC Insurance that has been sourced by the Academy, will be entitled to a pro rata refund (less our administration charge) and the refund will be forwarded separately upon the refund being received by the OSHC provider.

Do you want your OSHC policy cancelled & the excess refunded: _____ Yes / No

ACCOUNT DETAILS FOR REFUND

Refunds will be paid to the student except in the circumstances where a third party paid for the course (e.g. partner, family member or employer) or the academy is directed otherwise by the student. The authorized account details for the refund transfer must be supplied by the student when completing the Refund Request Form.

Account name:	_____		
Name of Bank:	_____		
Bank Address:	_____		
Country of bank:	_____		
BSB:	_____		
Account Number:	_____		
SWIFT code/IBAN:		IFSC (If India):	_____

I have read and understand the refund policy. I understand that the refund will be paid to the account or person that it was originally received from.

Signature: _____ **Date:** _____

Manager: _____ **Date:** _____

OFFICE USE ONLY

Date OSHC refund submitted to Allianz:	____/____/____	Date refund received to Eagle:	____/____/____
Total amount received from Allianz:	\$ _____	Date refunded to student:	____/____/____