



Tuition Fees Refund/Transfer Policy

This policy applies to both commencing and extending students. The word "Course" refers to the whole period for which the Confirmation of Enrolment or letter of offer is issued. All requests for a refund must be submitted on the appropriate application form, the Course Variation Request Form, to the College Administration Office. If the student is unable to access the Course Variation Request Form, the refund request should be made in writing and emailed, faxed or posted to the College Administration Office.

The request must be accompanied by official documentary evidence of the grounds for the request and an appointment must be made with a Student Adviser. Refunds will only be paid to the applicant and will only be made in the student's home country by Australian Dollar Bank draft. Prior approval must be sought to have refund payments made in other currencies.

The College is required to notify the Department of Immigration, Multicultural and Indigenous Affairs, if an applicant cancels their course or transfers to another institution. The refund will only be made to the person who paid the student fees. The UOW withdrawal statement and dates on enrolment records are not applicable to WCA students. The UOW withdrawal statement and dates refer only to FEE-HELP and Commonwealth Supported Places in accordance with Commonwealth Government requirements. All students are bound by the WCA refund policy regardless of funding source.

WCA's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

Domestic Students:

FEE-HELP students must apply and/or withdraw for and from FEE-HELP by the census dates. Students must pay all WCA tuition fees outstanding if they do not apply for FEE-HELP by the census date.

Commonwealth Supported Place students, once approved, must apply online for their Commonwealth Supported Place by the census date.

Total Refund:

A total refund will only be granted under the following circumstances:

- The applicant is unable to obtain a visa from a Diplomatic Post.
- The Wollongong College Australia is unable to provide the course for which an offer has been made
- The course does not start on the agreed date
- The course ceases to be provided before it is finished
- The course is not provided in full
- The student is unable to start the course on medical grounds.

In such circumstances the Wollongong College Australia agrees to provide a total refund within 14 days.

Partial Refund:

A partial refund of tuition fees will only be granted under the following circumstances:

- The student is unable to commence or continue to study due to death or illness.
- The Company Secretary of WCA or delegated person, after consideration of the refund application and documentation, determines that exceptional circumstances apply.

In circumstances where a partial refund will be paid, such refund will be paid within 28 days.

Refund Amount:

For refund request 28 days or more before course commencement:

- English Program, tuition fees less 15% will be refunded or an administrative fee of \$450, whichever is the greater.
- Other Programs, prepaid tuition fees less 15% will be refunded or an administrative fee of \$450, whichever is the greater.

For refund request less than 28 days before course commencement:

English Program, there will be no refund except under the following circumstances:

- I. Unless payment was for more than 10 weeks in tuition fees. If so, Wollongong College Australia will retain 50% of tuition fees or \$1,700 whichever is the lowest amount and refund the balance of the tuition fees.
- II. The applicant provides a recognised doctor's certificate for illness necessitating withdrawal.

Other Programs, there will be no refund except under the following circumstances.

- I. The applicant provides a recognised doctor's certificate for illness necessitating withdrawal.
- II. The applicant is subsequently awarded an Australian Government scholarship for which documentary evidence is required. In these cases tuition fees will be refunded less 50% of tuition fees or \$1,700, whichever is lowest amount.

For refund request after course commencement:

There is no refund of fees or any part of the fees after the commencement of the course. Transfer of fees from an English course into an Academic Pathway course at Wollongong College Australia, or a degree course at the University of Wollongong will only be granted when the applicant can provide an original copy of an offer letter for that course and proof that the applicant has a recognised standard of English language proficiency and/or academic requirements to enter that course.

Transfer Amount:

English Program: the transfer amount will be calculated from the next commencement date of the same English Language course, after the centre receives written notice of the request to transfer.

Other Programs: the transfer amount will be calculated from the end of the current session after the centre receives written notice of the request to transfer. No tuition fees will be transferred to another student. No fees or any part of fees will be transferred to an ELICOS course or equivalent academic program at any other institution.

This refund policy is meant to be read in accordance with the requirements and definitions of the Education Services for Overseas Students (ESOS) Act 2000.

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