

### **Department for Education cancellation of a course**

In the unlikely event that the Department for Education is unable to deliver a course in which a student has enrolled and paid fees, the student will be offered the following options:

- a full refund of all fees
- a transfer to an alternative Department for Education course
- a transfer to an alternative course offered by another provider.

If the student chooses a full refund, it will be processed within 14 days of receipt of written application. Refer to the Tuition Protection Scheme website <https://tps.gov.au>. If the student transfers to another Department for Education course, a new Letter of Offer will be issued and a new Acceptance of Offer will need to be signed. If the student intends to transfer to an alternative education provider, they will be required to provide a valid Letter of Offer as evidence.

### **Deferment or cancellation of student enrolment**

A student can request to defer their enrolment in the following circumstances:

- illness verified by medical certificate
- verified family bereavement
- financial circumstances, home country upheaval/disaster

All requests for deferment must be made in writing with supporting documentation for evidence. The maximum deferment period is six months. A revised Letter of Offer will be necessary if the student's late arrival results in any variation to the end date of their course.

The Department for Education can initiate the cancellation of a student's enrolment under the following circumstances:

- breach of a visa condition by student
- misbehaviour by student
- student default in payment of fees
- failure to declare a pre-existing medical condition
- information provided on application or during enrolment is found to be incorrect, incomplete or misleading.

Should this happen, the student/parent will be notified in writing.

### **Department for Education Refund Policy**

All refunds will be processed according to the requirements of the Education Services for Overseas Students (ESOS) Act and the Department for Education policies and procedures. The table on the following pages sets out the circumstances where refunds will apply and the amounts that will be paid in each circumstance.

#### **Refund process**

All requests for a refund of fees must be made in writing and accompanied by evidence within 12 months of the student exiting the international student program. If the student is under the age of 18, the request must be signed by the student's parent/legal guardian.

The refund will be payable in the name of the parent/legal guardian unless notification has been received from the parent/legal guardian indicating another person/entity is responsible for the payment of fees.

An application for a refund will be processed within 4 weeks of the date of receipt of the written application and bank account details, unless the Department for Education is unable to deliver the course. In this case the refund will be processed within 14 days. The student/parent will receive a statement that explains how the refund amount has been worked out.

Refunds will be actioned once the student's enrolment is terminated/withdrawn from a South Australian government school.

A refund processing charge (administration charge) will be applied (refer table below).

#### **Payment deadline of fees**

The payment deadline of the Letter of Offer is calculated to be 90 days from the date of issue of the letter and no later than 90 days before the course start date.

Failure to meet the payment deadline will result in the offer being withdrawn.

Students will be required to pay fees (as per original visa) whilst on a bridging visa.

#### **Medical and travel insurance**

The Department for Education strongly recommends that all students who enter Australia on a tourist/visitor visa arrange an appropriate insurance policy providing comprehensive medical and travel insurance. The student's family is responsible for all health care and travel expenses. The Department for Education is not liable for any medical or travel expenses incurred by a

student whilst travelling to or from Australia, or during their stay.

***Damage, loss or unpaid accounts***

Students and their parents are responsible for covering the cost of any damage, loss or unpaid accounts in the school or homestay.

In all cases, the student is required to pay directly and promptly to the school and homestay.

***Disclosure of student information***

The Department for Education collects information about students before and during enrolment to support them in studying and living in Australia. Where needed, the information collected can be provided to the Australian government, South Australian government and other relevant authorities. Where required by law, it can also be disclosed without the student's consent.

***Keeping records***

Students are advised to keep copies of all documents related to their agreement and receipts of payments.

## The Department for Education Refund Policy

The following table sets out the circumstances where refunds will apply and the amounts that will be paid in each circumstance

Program	<b>Primary School Study Abroad Program</b> <b>High School Study Abroad Program</b> <b>Regional Study Abroad Program</b>
<i>Circumstance – Student Instigated Withdrawals / cancellations / deferrals</i>	<i>Amounts to be refunded</i>
Student / Guardian Visa refused (documentation to be provided)	Full refund of all fees paid less the Administration and Support Services fee (per family if refund requests are received at the same time)
Withdrawal by student prior to course commencement	<p><b>6 weeks or more prior to course commencement date:</b></p> <p>The following fees <b>will be</b> refunded:</p> <ul style="list-style-type: none"> <li>○ All paid fees (excluding the Administration and Support Services fee) less \$500 administration charge (per family if refund requests are received at the same time)</li> </ul> <p><b>Less than 6 weeks:</b></p> <p>The following fees <b>will be</b> refunded less \$500 administration charge:</p> <ul style="list-style-type: none"> <li>○ Homestay fees paid (if applicable)</li> <li>○ Remaining Overseas Student Health Cover fees (if applicable)</li> </ul> <p>The following fees <b>will not</b> be refunded:</p> <ul style="list-style-type: none"> <li>○ Tuition fees paid</li> <li>○ Administration and support services</li> <li>○ Homestay placement fee (if applicable)</li> <li>○ Airport reception (if applicable)</li> </ul>
Cancellation by student after commencement of course	<p>The following fees <b>will be</b> refunded less \$500 administration charge (per family if refund requests are received at the same time):</p> <ul style="list-style-type: none"> <li>○ Remaining Overseas Student Health Cover (if applicable)</li> <li>○ Remaining homestay fees paid</li> </ul> <p>The following fees <b>will not</b> be refunded:</p> <ul style="list-style-type: none"> <li>○ Tuition fees paid</li> <li>○ Administration and support services fee</li> <li>○ Airport reception fee (if applicable);</li> <li>○ Homestay placement fee (if applicable).</li> </ul>
Change of Visa Status after course commencement	<p>The following fees <b>will be</b> refunded less \$500 administration charge (per family if refund requests are received at the same time):</p> <ul style="list-style-type: none"> <li>○ Remaining homestay fees paid</li> </ul> <p>The following fees <b>will not</b> be refunded:</p> <ul style="list-style-type: none"> <li>○ Tuition fees paid</li> <li>○ Administration and support services</li> <li>○ Airport reception fee (if applicable)</li> <li>○ Homestay placement fee (if applicable).</li> </ul>
Program deferment (by student)	<ul style="list-style-type: none"> <li>○ Fees transferred (for a maximum of six months)</li> <li>○ If greater than six months then full refund (excluding Administration and Support Services fee) less \$500 administration charge (per family if refund requests are received at the same time)</li> </ul>

<b>Circumstance – Department for Education /School Initiated Cancellation</b>	<b><i>Amounts to be refunded</i></b>
<p>Program cancellation by the Department for Education after course commencement</p> <p>(refer: 'Deferring, Suspending or Cancelling Student Enrolment Policy')</p>	<p>The following fees <b>will be</b> refunded less \$500 administration charge (per family if refund requests are received at the same time):</p> <ul style="list-style-type: none"> <li>○ Remaining Overseas Student Health Cover (if applicable)</li> <li>○ Remaining homestay fees paid</li> </ul> <p>The following fees <b>will not</b> be refunded:</p> <ul style="list-style-type: none"> <li>○ Tuition fees paid</li> <li>○ Administration and support services</li> <li>○ Airport reception fee (if applicable)</li> <li>○ Homestay placement fee (if applicable).</li> </ul>
<b>Circumstance – Department for Education unable to deliver course</b>	<b><i>Amounts to be refunded</i></b>
<p>If the Department for Education is unable to deliver the course the following options are available to the student:</p>	<ul style="list-style-type: none"> <li>○ Provide a full refund of course money paid within 14 days if the course has not commenced</li> <li>○ Provide a refund of unexpended pre-paid tuition fees, unused Overseas Student Health Cover (if applicable) and unused homestay fees if the course has commenced</li> <li>○ Change to an alternative Department for Education course at no extra cost.</li> </ul>

## REQUIREMENTS FOR STUDYING IN SOUTH AUSTRALIAN GOVERNMENT SCHOOLS (Tourist/Visitor visa)

Please read these requirements carefully. A breach of any of these requirements may result in the cancellation of a student's enrolment in a South Australian government school.

### **Arrival in Australia**

Due to welfare reasons parents are requested to ensure that students under the age of 18 do *not* arrive in Australia earlier than 1 week before their course commences. For further information contact IES.

### **Living arrangements**

All primary school students under the age of 12 must live with a parent or suitable nominated relative as defined by the Department of Home Affairs (DHA).

Students between the ages of 12 and 18 must live in one of the following arrangements:

- with a homestay family arranged by the Department for Education
- with a suitable nominated relative over the age of 25 who is eligible to apply for guardian status through DHA
- with a family nominated by the student's parent (*conditions apply*).

Students over the age of 18 may apply to live independently under strict conditions.

A fee may apply when homestay changes are made.

Where living arrangements change, the student/parent must provide the Department for Education and the school with up-to-date residential details.

### **Satisfactory academic progress**

Students are required to comply with the Department for Education policy on course progress and to maintain a satisfactory level of academic performance.

### **Satisfactory attendance**

Students are required to comply with the Department for Education policy on attendance.

### **Working part-time**

Students enrolled in Study Abroad Programs of one year's duration or less are not permitted to work.

### **Travel**

Students are allowed to travel only during term breaks, the summer holidays and at the end of their course. All travel must be jointly-approved by the parent and the school at least 2 weeks prior to departure. Students must return in time to resume their study.

### **Visa conditions**

Visas are issued with conditions attached by the Australian Government to overseas students to study in Australia. It is the student's responsibility to comply with all conditions attached to their visa and the Department for Education is required to report any breach of visa conditions by students enrolled in South Australian Government Schools. For further information go to [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### **Consent to access visa status**

The Visa Entitlement Verification Online (VEVO) Service, through DHA, allows the Department for Education to check on the visa status and study entitlements of international students. Parents/legal guardians are required to agree to give their consent to the Department for Education to access this information through the VEVO Service.

### **Consent for Promotional Purposes**

For communication or promotion purposes, the Department for Education may organise for recordings/video footage/ photographs/other images of students to be taken by the Department for Education or the Department for Education endorsed government agencies/contractors. This material may be used for an undefined period of time.

Parents/legal guardians are requested to give their consent for their child to participate in any recordings/video footage/ photographs/other images for such purposes, and to accept that any recording or image made for the Department for Education promotion is the property of the Department for Education and will be used at the sole discretion of the Department for Education. If you do not give consent for your child to participate in any recordings/video footage/photographs/other images for promotional purposes, please indicate this on the Acceptance of Offer form when you return it to the appropriate Department for Education officer.

### **Complaints and appeals**

If a student or parent is not satisfied with any aspect of their Department for Education program, they should contact International Education Services or the International Student Program Manager at their school for assistance. A copy of the Department for Education Complaints and Appeals Policy is provided to students during their orientation program.

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### **Education Services for Overseas Students (ESOS) framework**

All Australian education service providers are required to comply with the ESOS Act which sets nationally consistent standards to protect the interests of overseas students and ensure the provision of quality education services. For information on the ESOS framework, refer to <https://internationaleducation.gov.au>