

TERMS AND CONDITIONS – FEES

The laws of the Commonwealth of Australia and the States govern this agreement between the Student and Academia International. Also refer to Academia International's refund policy on www.academia21.com.

1) PROVIDER DEFAULT

In the unlikely event that Academia International is unable to deliver your course in full, you will be offered a refund of the course money you have paid to date for the part of the course yet to be delivered. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course Academia International at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Academia International is unable to provide a refund or place you in a suitable alternative course, the Tuition Protection Service (operated by the Commonwealth Government of Australia) will place you in a suitable alternative course at no extra cost to you. If the Tuition Protection Service cannot place you in a suitable alternative course, they will refund your unspent course fees.

2) STUDENT CANCELLATION

Where the application is cancelled by the student without commencing any course at Academia International, written notification to the admissions officer must be provided.

- a) Registration fees – No refund
- b) Airport pickup - Full refund
- c) Accommodation placement – No refund
- d) Equipment fees - Full refund
- e) OSHC – Per OSHC provider conditions
- f) Tuition fees -

i) Visa Application refusal - Full refund

Note: Without proof of Visa refusal by the Australian Government, no refund will be issued.

ii) Visa Application refusal due to visa application submissions post start day as per original CoE – No refund

iii) Notice received 10 weeks or more prior to agreed start day as per original Confirmation of Enrolment (CoE) - Full refund

iv) Notice received less than 10 weeks prior to agreed start day as per original CoE – Full refund less 10% of total course fees

v) Notice received after agreed start day as per original CoE - No Refund for current course (or any following courses in a package offer)

3) STUDENT WITHDRAWAL

Where the student withdraws after commencing studies at Academia International, written notice using Academia's Withdrawal Notification Form (http://www.academia21.com/links/listlinks.php?varlnk=withdrawal_notification_form) must be submitted, signed and dated by the student and stamped as received by Student Services.

- a) Registration fees – No refund
- b) Airport pickup – No refund
- c) Accommodation placement – No refund
- d) Equipment fees – No refund
- e) OSHC – Per OSHC provider conditions
- f) Tuition fees for enrolled course currently studied – No refund
 - i) Enrolments paid in advance for English followed by a Vocational (package) course, tuition fees for Vocational (package) course yet to commence, full refund less 10% of total Vocational (package) course fees
 - ii) Pre-paid course fees under deferral – No refund
- g) Student expelled for breach of college rules or visa conditions – No refund
- h) If the student withdraws due to:
 - I Attaining permanent residence or any other types of visa – No refund
 - II DIBP cancels the student's current visa – No refund
 - III DIBP rejects application for student visa renewal – Refund on Pro Rata Basis

4) STUDENT DEFAULT

Where the student fails to commence on the first issued CoE start date without prior written notification then:

- Academia International will issue a Credit Note honoring the original tuition fees if the student commences within 12 months from the original CoE start date.
- The Credit Note is neither transferrable nor refundable in full or in part for any reason.
- A formal letter (signed and stamped with our school's seal) of support will be provided to the student to submit to DIBP stating tuition fees have been paid for new applications within 12 months.
- For applications post 12 months of original start date, new tuition fees need to be paid.

- 5) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- 6) Agreed start day means the day on which the course was scheduled to start, or a day agreed between Academia International and the student as per original CoE.

FEES

- 7) All course fees and charges are payable in Australian Dollars (AUD\$) and must be paid in full prior to a student attaining their qualification (even if a student completes the course earlier than the standard allocated course duration).
- 8) Fees and charges must be paid in advance by the date shown on the Offer of Course Placement and/or issued Invoices. Academia will not issue any academic results or any official documents, for any qualifications that have outstanding fees.
- 9) Students who give notice of intention to withdraw/cancel their enrolment -
 - i) After the due date of issued invoice and before the start of new term – withdrawal fee of \$400 will be charged.
 - ii) After the start of a new term, students are liable for and must pay the new term's fees.
- 10) Academia International is not responsible for any monies paid to agents or 3rd parties.
- 11) If students need to repeat a subject(s), a pro rata tuition fee is payable.
- 12) Fees are subject to change. Academia International will maintain the tuition fee price for enrolled students as long as the student commences and completes their tuition as per original CoE (original start date where CoE not issued) for all enrolled studies at Academia International.

ADDITIONAL FEES & CHARGES

- 13) Penalty for late tuition fee payment (per week) - \$50
- 14) Practical re-assessment (per day) - \$100
- 15) Theory assessment - \$50
- 16) Replacement Lanyard - \$2
- 17) Re-issue student ID - \$10
- 18) Re-issue certificates / statement of attainment (per qualification) - \$15
- 19) Telegraphic Transfer (TT) - \$22
- 20) Re-charge printing (per page) \$0.10
- 21) Credit Card Surcharge – 2%

CLAIMING A REFUND

- 22) The student must provide their notice of withdrawal or cancellation using Academia's Withdrawal Notification Form (http://www.academia21.com/links/listlinks.php?varlnk=withdrawal_notification_form). The claim for a refund must include a reason for the request and must be accompanied by supporting documents for withdrawal/cancellation plus a contact name and telephone number to enable Academia International to validate the claim.
- 23) Date of Cancellation / Withdrawal is the date the written request is received by Academia International's Admissions Officer.
- 24) Student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted.
- 25) All refunds will be paid within 4 weeks of receipt of Student's written Cancellation / Withdrawal notification only if the supporting documents have been validated during this timeframe.
- 26) Refunds are paid to the Student or if you nominate in writing that your Agent can receive the refund on your behalf. Academia International will validate the Agent nomination with you.
- 27) A Refund Agreement Letter will be provided detailing how the amount was calculated.
- 28) Student who submits fraudulent documents or misleading information or fails to disclose previous visa refusal/cancellation or makes false declaration on the application – No Refund.