

# WITHDRAWAL AND REFUND POLICY

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*This Policy and Procedure is in compliance with National Code 2018 Standard 2 and 7*

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## Background

This policy outlines the required notice for withdrawal from studies with ASC International and the refund applicable for tuition fees only. This policy is strictly adhered to and should be read carefully.

## Definitions

**ASC Connect** – Subjects, delivered via remote education, such as Ea/LD, by schools of The Anglican Schools Commission Inc.

**Commencement Date**– the date when the student begins studying whether remote or on-campus. For Flexi courses, this is the first date the resources are made available to the student, for study.

**Confirmed Commencement Date** – For students without a student visa, this is the date the Letter of Offer or Course Confirmation Letter is signed. For those students with a student visa, this is the date which is confirmed either in writing or verbally with the Enrolments or Marketing Officers.

**EaL/D** – English as an Additional Language and/or Dialect

**Language School Courses** – Courses delivered under the ASC Language School, including CRICOS registered courses, which include all levels of Preparation for Secondary Studies and General English.

**Long Term Students** - students who's intended study is more than one term

**Mainstream Courses** – Mainstream courses refer to courses which are either Primary or Secondary School Courses, (e.g. Year 12). This includes WACE Preparation, Junior Secondary and Foundation Program Courses.

**Other Short Courses** – All courses that do not meet the criteria of Mainstream or Language School Courses

**PSS** – Preparation for Secondary Studies, can be delivered onshore or online

**PSS Flexi** – an online, self-guided study, language course

**Short Term Students** – Students whose intended study is less than one term

## Policy

All requests for refund must be made in writing, via the Refund and Withdrawal Form, and addressed to the Principal and Director of International Programs. Any refund will be paid within 28 days, upon receipt of written notice by the student's parent/guardian, or within 14 days, if the school terminates the student's enrolment.

A refund will be paid by electronic transfer into the nominated bank account, less any bank charges.

Table 1 and 2 apply to all students who attend ASC International and ASC Language School in mainstream and Language School Courses. This is regardless of the mode of delivery, i.e. remote and on-campus students are subject to the same Refund and Withdrawal Policy.

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For PSS Flexi, EaL/D, ASC Connect courses and other short courses, please see Table 3.

For ASC Homestay refund policies, please refer to the Homestay Policy and Procedure available on the ASC International website.

**Table 1 – Long Term Students (enrolment more than one term)**

<b>Withdrawal Prior to Commencement</b>		
<b><i>Reason for Refund</i></b>	<b><i>Notification period</i></b>	<b><i>Refund Due</i></b>
Student's application for a visa is unsuccessful	Before course commencement	Full refund of tuition fees less A\$400 for administrative expenses
Student withdraws or has enrolment agreements cancelled due to not meeting English language requirements after undertaking PSS	Nil	Full refund of prepaid unused tuition fees less A\$750 administrative expenses.
Student with a student visa or with a confirmed commencement date withdraws	More than 10 weeks before the course commences	Full refund of tuition fees less A\$750 administrative expenses
	More than 4 weeks but up to 10 weeks before course commences	70% of one term's fees less A\$750 administrative expenses
	4 weeks or less before the course commences	40% of one term's fees less A\$750 administrative expenses
If the school withdraws the offer before course commences	Nil	Full refund of tuition fees
<b>Withdrawal after Commencement</b>		
At least one full scheduled Term's notice of withdrawal, for any reason except a visa rejection, is required prior to the student's expected end date. Please see the important dates schedule available on ASC International's website for further information on the last date to withdraw from courses.		
<b><i>Reason for Refund</i></b>	<b><i>Notification period</i></b>	<b><i>Refund Due</i></b>
Student that has commenced studying withdraws	After course commences and during the first 4 weeks	30% of one term's fees less A\$750 administrative expenses
	After 4 weeks of course commencement	No refund
Student that has commenced study on short term visa, and studying onshore in PSS or Mainstream withdraws due to visa rejection	After course commences and during the first 4 weeks	50% of one term's fees less A\$750 administrative expenses
	After 4 weeks of course commencement	30% of one term's fees less A\$750 administrative expenses
Student that has commenced remote study offshore in PSS withdraws due to visa rejection	After course commences	Full refund of prepaid unused tuition fees less A\$750 administrative expenses.
Students Enrolment cancelled due to a serious breach of school or ASCI policies	Nil	No Refund
Students Enrolment cancelled due to a breach of International student visa condition(s)	Nil	No Refund

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**Table 2 – Short Term (one term or less) ASC International or ASC Language School Students**

<b>Withdrawal Prior to Commencement</b>		
<i><b>Reason for Refund</b></i>	<i><b>Notification period</b></i>	<i><b>Refund Due</b></i>
Student's application for a visa is unsuccessful	More than 4 weeks before the course commences	Full refund of tuition fees. The application fee \$500 is non-refundable.
	4 weeks or less before the course commences	No refund.
Student with a visa withdraws (for any reason) or Student with a confirmed commencement date withdraws	More than 12 weeks before the course commences	Full refund of tuition fees less A\$500 administrative expenses.
	More than 4 weeks but up to 12 weeks before course commences	50% of tuition fees less A\$500 administrative expenses
	4 weeks or less before the course commences	No refund.
If ASC International and the School withdraws the offer before course commences	Nil	Full refund of tuition fees and application fee
<b>Withdrawal After Commencement</b>		
At least one full scheduled Term's notice of withdrawal, for any reason except a visa rejection, is required prior to the student's expected end-date.		
<i><b>Reason for Refund</b></i>	<i><b>Notification period</b></i>	<i><b>Refund Due</b></i>
Student with a visa withdraws or a student who has commenced studying withdraws	Nil	No refund
Students Enrolment cancelled due to a serious breach of school rules	Nil	No Refund
Students Enrolment cancelled due to a breach of visa condition(s)	Nil	No Refund

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**Table 3 – EALD, PSS Flexi, ASC Connect and other short courses**

This table applies to all other courses offered by ASC International or Alexander Language School that do not meet the criteria as defined in the definitions

Withdrawal Prior to Commencement		
Reason for Refund	Notification period	Refund Due
Student with a confirmed placement and commencement date (for any reason) withdraws.	4 weeks or less before the course commences	Full refund of the tuition fees less A\$250 administrative expenses
If ASC International or the School withdraws the offer before course commences	Nil	Full refund of tuition fees

Withdrawal After Commencement		
Reason for Refund	Notification period	Refund Due
After 4 weeks of study in any Short Course, the full payment for the year is required.		
Student who has commenced studying withdraws	After course commences and during the first 4 weeks	Full refund less 4 weeks Tuition fees and A\$250 administrative expenses.
	After course commences and after the first 4 weeks of study	No refund. <i>Please apply in writing to the Director of International Programs for special consideration.</i>
Students Enrolment cancelled due to a serious breach of school rules	Nil	No Refund

*Please Note, if at any time after the acceptance of the Letter of Offer the course pathway is altered for any reason, ASC International cannot guarantee your first preference school and a second preference will be provided.*

In addition to the policies stated above, the following applies when a student, on an existing bursary or scholarship, withdraws from studies, prior to completion of the scholarship or bursary period:

1. Students must repay all scholarship or bursary amounts awarded to them for the period of study completed.
2. Students must pay any withdrawal, notice or penalty fees, as per the standard withdrawal policies. These fees will be charged at and are payable at full tuition rates.
3. All accounts must be cleared prior to any release or final assessment/reporting documentation being provided.

In the unlikely event that the ASC is unable to deliver a course which has been paid for and does not meet the ASC's obligations to either offer the student an alternative course that the student accepts or pay the student a refund of the student's unspent prepaid tuition fees (this is called a provider's 'default obligations'), the Tuition Protection Service (TPS) will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found. Further information on TPS can be found here: [www.tps.gov.au](http://www.tps.gov.au).

Withdrawals due to special and extenuating circumstances can be applied to Director of International Programs for special consideration. Applications must be made in writing to [admissions@ascschools.edu.au](mailto:admissions@ascschools.edu.au) and evidence must be provided of the extenuating circumstances.

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This policy and the availability of complaints and appeals processes does not remove the right of the student to take further action under Australia's consumer protection laws or general legal processes.

**Authority:** Commercial Manager  
**Reviewed:** March 2023  
**Approved:** Director, ASC International