

REFUND POLICY

Full Fee Paying Overseas Student (FFPOS)

The School's Refund Policy sets out refunds applicable to course fees paid to the School.

1. The application fee is non-refundable.
2. The School will refund within 28 days all tuition fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian Immigration authorities.
3. The School will refund within 28 days of the receipt of written notification of cancellation by the parent(s)/legal guardian tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - If written notice is received up to four weeks prior to commencement of the course, the School will be entitled to retain a \$500 administration fee.
 - If written notice is received less than four weeks prior to commencement of the course 70 percent of the course fee will be refunded.
4. You are required to make your request for a refund in writing, signed by the parent(s)/legal guardian, to the Principal, Kambala.
5. Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100 percent of the current term fee is applicable.
 - Failure to maintain satisfactory course progress (visa condition 8202).
 - Failure to maintain satisfactory attendance (visa condition 8202).
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
 - Failure to pay course fees.
 - Any behaviour identified as resulting in enrolment cancellation in Kambala's Code of Conduct.
6. Any refund of tuition fees approved will be sent to your home country and is not payable in Australia unless authorised by parents. Refunds will be paid to the person who enters into the written agreement.
7. If a student becomes an Australian resident during the course of studies (i.e. has a change of visa status), there will be no adjustment to the fees paid for the remainder of the calendar year.
8. Any default by the School will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). They include:
 - If for any reason the School is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.
 - If for any reason the School is unable to continue to offer a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.
9. This agreement and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws.
10. Completion of an application form does not guarantee acceptance into Kambala.

Tuition Protection Service

In the event that Kambala is unable to fully deliver a course of study the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service (TPS) www.tps.gov.au In this instance students and PRISMS will be notified within 3 working days.

The TPS ensures that full fee paying overseas students are able to either-complete their studies in another course or with another education provider; or, receive a refund of their unspent tuition fees. Students will either be placed in an alternate course within 14 days or unspent fees will be refunded. The outcome of this process will be reported via PRISMS within 7 working days.

TPS is designed to maintain the integrity and international reputation of the industry and registered providers. As an approved CRICOS Provider, Kambala pays an annual Tuition Protection Service (TPS) Levy for each calendar year.