TKIS Refund Policy

All applications for a full or part refund of course money (tuition fees only), should be made in writing to the Principal by the person who has a signed agreement with the school. The Principal should receive the refund application within 21 days of either the student’s failure to start the course or withdrawal from the course.

Application Fees are non-refundable. Course monies which are not related to tuition will be refunded on a pro-rata basis, including OSHC if this has been paid by the school on behalf of the student.

Payment of any refund due will be made within 4 weeks of receiving the written application for refund. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had signed the agreement with the school, at the last known address.

If there are exceptional circumstances for a student’s failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the Principal. The Principal may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

Unless there are approved exceptional circumstances, course money paid to the school (excluding agents commissions that are not received by the school) will be refunded in the following manner:

NOTE: Students should consult their Education Agents directly for details of their Agent's separate Refund Policies. The TKIS Refund Policy only covers those monies actually received by the school.

1. In all cases, if there is a balance owing from OSHC, the school will make application for the OSHC fund on behalf of the student for the refund of any advance premiums paid.

2. The school will refund within 28 days all tuition fees paid where the student’s application for enrolment is refused by the school.

3. 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.

4. The school will refund within 28 days of receipt of written notification of cancellation by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below:

   (a) If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an administration fee:
   (b) If written notice is received less than four weeks prior to commencement of the course 70% of the course fee will be refunded.
   (c) If written notice is received after the commencement date and before the end of the first semester of the student’s course, one term’s (or ten weeks) course fees will be refunded;
   (d) If written notice is received more than six months after the commencement date of the student’s course no refund will be made.
5. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.

6. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that year.

7. Where a student’s enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable.
   (a) Failure to maintain satisfactory course progress (visa condition 8202)
   (b) Failure to maintain satisfactory attendance (visa condition 8202)
   (c) Failure to pay course fees
   (d) Any behaviour identified as resulting in enrolment cancellation in The Kooralbyn International School's Behaviour Policy/Code of Conduct.

8. Any default by the school will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:
   (a) 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.
   (b) If for any reason the school is unable to continue offering 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 of the student to take action under Australia’s consumer protection laws.