

Curtin English Refund Policy

Time of Withdrawal	Circumstances							
	Student notifies Curtin of withdrawal or intention not to commence a course *	Visa Refusal/Inability to obtain a Visa **	Curtin English withdraws its offer or is no longer able to provide the course offered	Misconduct or fraudulent or forged material submitted to the University	Student complies with visa conditions, Curtin course requirements and policies, but does not make satisfactory progress	Cancellation of enrolment due to failure to pay fees in full	Cancellation of Curtin English enrolment due to improvement of English Language Proficiency e.g. the student produces new English test scores***	Student breaches their visa conditions, fails to fulfil their course requirements or otherwise seriously breaches Curtin English policies
Written notice received more than 20 business days prior to course commencement.	100% refund of tuition fees, minus \$500 administration fee	100% refund of tuition fees, minus \$500 administration fee. If the refusal is not due to the student's fault (e.g. the submission is not fraudulent) and the student notifies Curtin promptly, the \$500 administration fee may be waived	100% refund of tuition fees and enrolment fee.	100% of the deposit amount stated on the letter of offer will be retained by Curtin English.	Gateway course: No refund for the current study period and the next block session. 70% refund of all remaining tuition fees less \$500 administration fee. ELB/ELE Course: No Refund	N/A	100% refund of tuition fees, minus \$500 administration fee	No refund
Written notice received 7 to 20 business days prior to course commencement.	70% refund of tuition fees, minus \$500 administration fee	100% refund of tuition fees, minus \$500 administration fee. If the refusal is not due to the student's fault (e.g. the submission is not fraudulent) and the student notifies Curtin promptly, the \$500 administration fee may be waived	100% refund of tuition fees and enrolment fee.	100% of the deposit amount stated on the letter of offer will be retained by Curtin English.	Gateway course: No refund for the current study period and the next block session. 70% refund of all remaining tuition fees less \$500 administration fee. ELB/ELE Course: No Refund	N/A	100% refund of tuition fees, minus \$500 administration fee	No refund
Written notice received fewer than 7 business days prior to course commencement	Gateway course: No refund on the first 6 weeks. 70% refund of all remaining tuition fees less \$500 administration fee. ELB/ELE course: No refund on the first 10 weeks. 70% refund of all remaining tuition fees (if any) less \$500 administration fee					N/A	Gateway course: No refund on the first 6 weeks. 70% refund of all remaining tuition fees less \$500 administration fee. ELB/ELE course: No refund on the first 10 weeks. 70% refund of all remaining tuition fees (if any) less \$500 administration fee	
Post-commencement	Gateway course: No refund for the current block session and the next block session. 70% refund of all remaining tuition fees less \$500 administration fee. ELB/ELE course: No refund.					No refund	Gateway course: No refund for the current block session and the next block session. 70% refund of all remaining tuition fees less \$500 administration fee. ELB/ELE course: No refund.	

* Deferred Entry: Where a student, after accepting an offer of admission, is granted a deferral of their course, any payments made will be transferred to the subsequent study period without penalty. Where the student does not commence in the subsequent study period due to any of the circumstance stated above, a refund will be processed in accordance with timelines of the original deferral request.

** Visa Refusal/Inability to obtain a Visa: If the visa refusal or delay is due to no fault of the student, a 100% refund may be approved. If the refusal or delay is due to reasons outlined in subsection 47D (5) of the ESOS Act 2000, the refunded amount will be calculated in accordance with Section 47, specifically the legislative instrument made under subsection 47E. In each instance, the student must present evidence of the refusal or delay to issue a visa.

*** Assuming mainstream enrolment is maintained

The following definitions apply for the purpose of the Refund Policy:

Course: A course is an entire block of study which has one CRICOS code, e.g. Gateway and English Language Bridging

Study Period: Gateway study periods are called Block Sessions and ELB/ELE study periods are called ELB Semesters.

Curtin English Policies:

https://english.curtin.edu.au/current_students/policies.cfm.

Application for Refund:

The refund application form can be obtained from the Curtin English website <http://english.curtin.edu.au/>.

Please submit the form either in person to Curtin English Customer Service Desk in Building 208, Room 129C or email to <english.finance@curtin.edu.au>

How long will my refund process take?

Refunds will be processed within 28 days of Curtin English receiving the completed refund application form with all required supporting documents.

How will I receive my refund?

Refunds will be paid to the person who entered into the contract or, if you enrol through a representative and give us written permission, the refund can be paid through your representative.

If the fee payment was made through Credit Card, Flywire or PayPal, the refund will be paid to the same Credit Card, Flywire or PayPal account.

If the fee payment was made through bank transfer, the refund will be paid to a bank account to be nominated in the refund form.

How can I appeal the refund decision?

If a student is dissatisfied with the outcome of an application for a refund, a written appeal may be submitted to the Director, Curtin English by emailing pace@curtin.edu.au

The request for an appeal must contain information on circumstances not previously presented or considered in the original application, and should be accompanied by any relevant documentation supporting the basis of the request. Each request for an appeal will be considered on its merits, in conjunction with the supporting documentation provided. The supporting documentation to be included should provide enough detail for the Director, Curtin English to make an informed decision regarding the case for appeal.

If you are still dissatisfied with the outcome, you may raise your concerns with:

The Department of Education Services of Western Australia provides an International Education Conciliation Service (IECS), which is a free and independent service that can assist in resolving problems between International students and their educational institutions. You can contact the International Education Conciliator on (Tel) +61 8 9441 1900, (Fax) +61 8 9441 1901 or (Email) conciliation@des.wa.gov.au.

The Ombudsman Western Australia investigates complaints about Western Australian public authorities including State government agencies, statutory authorities, local governments and public universities. The ombudsman services are free to the public. The Ombudsman WA can be contacted on (Tel) +61 8 9220 7555, (Fax) +61 8 9441 7500 or (Email) mail@ombudsman.wa.gov.au.

CELTA course:

For the purposes of the CELTA refund a 'course' is defined as the total period of pre-paid tuition at Curtin English as described in the Acceptance of Offer Section.

If a successful applicant withdraws from the course prior to the start date, the deposit (\$300) is non-refundable.

If a successful applicant withdraws less than one week prior to the start of the course, Curtin English reserve the right to half of the total fees paid.

After the course has started, fees are not refundable under any circumstances.

Please note that this policy does not remove the trainee's right to further action under Australian consumer protection laws. Curtin English does not circumscribe the trainee's right to pursue other legal remedies or to be represented by a nominee if the trainee so chooses.

Important Notes:

All refunds will be issued in accordance with the ESOS Act 2000.

This agreement does not remove the right of the student to take further action under Australia's consumer protection laws.

The University accepts no liability for any currency exchange fluctuation between the date the fee payments were received and the date the refund is paid, or for any bank charges relating to the refund.