Refund Policy

For the purpose of the Refund Policy a ‘course’ is defined as the total period of pre-paid tuition at Curtin English as described in the Acceptance of Offer.

Terms of Policy

• The enrolment fee is payable once only and is non-refundable. The accommodation application fee and airport reception fee is also non refundable

• If a student cancels their course in writing 28 days or more before the course commences, a full refund of tuition fees will be paid (less an administration charge of $230)

• If a student cancels their course in writing less than 28 days before the course commences, a refund of 70% of tuition fees will be paid (less an administration charge of $230)

• If a student withdraws and leaves the course(greater than 10 week in duration) 0 to 28 days after the course commences, a refund of 30% of tuition fees will be paid (less an administration charge of $230)

• If a course is 10 weeks duration or less, no refund is payable after a student commences studying at Curtin English.

• If a visa application is denied, Curtin English will give a full refund of tuition fees provided Curtin English receives a copy of the Australian Visa rejection letter

• A full refund of all fees will be paid within 14 days of the advertised commencement of the course if Curtin English withdraws the offer or fails to provide the course offered and the provider default provisions of the Commonwealth ESOS Act 2000 (section 27.1) apply.

• No refund is payable if Curtin English withdraws the student from a course because the student has seriously breached international student visa conditions or the expectations and responsibilities laid out in the Curtin University Student Charter. A copy of the Curtin University Student Charter can be found at: http://students.curtin.edu.au/rights/student_charter.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: english.refunds@curtin.edu.au. No refund will be processed if the Application for Refund form is received after 6 months of the last module attended.

Refunds will be paid within 28 days of Curtin English receiving the completed Refund Application Form with all required supporting documents. 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 a student is dissatisfied with the outcome of an application for a refund, a written appeal may be submitted to the Centre Manager by emailing: english.refunds@curtin.edu.au. The Department of Education Services (Western Australia) provides a free and independent grievance handling/mediation service for conflicts between international students and their institutions. You can contact the International Education Conciliator on:

Tel:   +61 8 9441 1900  
Fax:   +61 8 9441 1901  
Email: conciliation@des.wa.gov.au

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