



REFUND POLICY

Administration Charge: Any cancellation, withdrawal or transfer which is initiated by the student or due to the student's breach will incur an administration charge of \$500.

Non-refundable Fees: The Enrolment Fee is non-refundable in all situations except where Curtin English withdraws its offer or fails to provide the course.

Tuition Fees:

If Curtin English withdraws its offer or fails to provide the course offered:

The provider default provisions of the Commonwealth ESOS Act 2000 (Section 46) apply and a full refund of all fees and charges will be paid within 14 days of the advertised commencement of the course.

If Curtin English withdraws or terminates the student

Due to student's breach:

If the student breaches their visa conditions, fails to fulfil their course requirements or otherwise seriously breaches Curtin English policies, https://english.curtin.edu.au/current_students/policies.cfm no refund is payable.

Due to lack of progress

If the student is terminated for lack of progress, but has otherwise complied with visa conditions, course requirements and Curtin English policies: There will be no refund of tuition fees for courses already taken. Curtin English will refund 70% of tuition fees which have been paid for future tuition.

If the student is not able to obtain a visa

Curtin English may, at its own discretion, provide a full refund where the Australian Government authorities have refused to grant a visa, or a visa has been delayed and the outcome will not be known in time to commence a course, and the reason for the refusal or delay was not the result of the student's own action or inaction. Refunds will be issued in accordance with Section 47 of the ESOS Act 2000. In each instance, the student must present independent documentation or evidence of the Visa refusal or delay.

If the student withdraws after the CoE has been issued:

Withdrawal prior to commencement:

Written notice received 20 business days or more before the course commences:

Curtin English will give a full refund of tuition fees, less the administration charge.

Written notice received 7 to 20 business days before the course commences:

Curtin English will refund 70% of all tuition fees paid, less the administration charge

Written notice received fewer than 7 business days before the course commences:

For ELB, no refund is payable on the tuition fees for the first ten weeks. Curtin English will refund 70% of all remaining tuition fees, less the administration charge.

For all other courses, no refund is payable on the first five weeks tuition fees. Curtin English will refund 70% of all remaining tuition fees, less the administration charge

Withdrawal post commencement:

The Administration charge will apply. There will be no refund of tuition fees in relation to the level which has been started. Curtin English will refund 70% of all remaining tuition fees. However, where notice is received fewer than 7 business days before the next level commences Curtin English will refund only 50% of the tuition fees for that level.

When a packaged student withdraws post commencement because they have met English Language Proficiency requirements to enter

Curtin University or Curtin College; The Administration charge will apply. There will be no refund of tuition fees in relation to the level which has been started. Curtin English will refund 80% of all remaining tuition fees.

Curtin English may, at its discretion, offer a greater refund than the policy dictates.

Refund process

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.

How long does the process take?

Refunds will be paid 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.

Refund Appeal

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.

If you are still dissatisfied, the Department of Education Services of Western Australia provides an International Education Conciliation Service (IECS), a free and independent service which 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 Email: conciliation@des.wa.gov.au

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 9220 7500 Email: mail@ombudsman.wa.gov.au

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. For example, General English; English for Academic Purposes; English Language Bridging; General and Professional English.

Level: A level is a block of study within a course. It is usually 10 weeks long

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.