

<b>Regulations and standards</b>	Pathways Visa Processing
<b>Policy</b>	<p><b>An enrolment is defined as a course or courses of study commenced by a student at Imagine Education Australia.</b></p> <ol style="list-style-type: none"> <li>1. <b>Full Refund of Tuition Fees if Visa is refused by Immigration Prior to commencing course:</b> A full refund of tuition fees will be made where a student’s visa application is refused by Immigration Department and the student has not commenced their course. In this case, written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded, nor will the Homestay Arrangement Fee if homestay has already been arranged. Homestay accommodation and airport greeting fees will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).</li> <li>2. <b>Unused Tuition fees refund if Visa is refused by Immigration after commencing course:</b> <p>A full refund of unused tuition fees will be made where a student’s visa application is refused by Immigration Department. Imagine Education Australia will calculate this fee by using the legislative instrument under subsection of 47(E) (4) of the ESOS Act. In this case, written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded, nor will the Homestay Arrangement Fee if homestay has already been arranged. Unused Homestay accommodation will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).</p> </li> <li>3. <b>Student Defers Course prior to the Date of Course Commencement:</b> Students must start their course on their allocated starting date except in exceptional circumstances. Students who wish to defer their course start date must give at least one week’s written notice. If less than one week’s notice is given, Imagine will charge the student one week’s tuition fee. Students who do not arrive on the designated start date and have not given notice, will automatically be charged one week’s tuition fee. Students who do not commence on their designated start date, are cancelled and then wish to re-enrol will be</li> </ol>

	<p>charged a re-enrolment fee of \$250 and also will be charged course fees as per the current course fee schedule. Any previous discount will not be applied. Students who submit an application to defer their start date and then withdraw from the course, there will be no refund.</p> <p>4. <b>Student Cancels an Enrolment prior to the Date of Visa Grant:</b> Where a student cancels his/her enrolment prior to the date of Visa Grant, the following policy will apply:</p> <ul style="list-style-type: none"><li>i. Written notice prior to the Visa Grant date – Full Refund of Tuition fees.</li><li>ii. Written notice after the Visa Grant date – No Refund.</li></ul> <p>Enrolment Fee and Homestay Arrangement Fees will not be refunded if course is cancelled. The balance of Tuition Fees, plus any homestay accommodation and Airport Greeting fee paid in advance will be refunded within 28 days of the written request.</p> <p>5. <b>Cancellations once a Student Visa has been granted.</b> No refunds of any kind will be made once the student's Student Visa has been granted, unless the participant has a legitimate complaint against the College that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of Queensland. If students on a payment plan withdraw once their enrolment has commenced, they will be liable for all tuition fees due as per signed payment plan agreement.</p> <p>6. <b>Transfers of Course fees between courses at Imagine:</b> Course funds are transferable to other courses within Imagine Education at the discretion of the Principal. Imagine Education Australia will use the legislative instrument under subsection of 47(E)(4) of the ESOS act to determine fees transferable.</p>
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may apply for a deferment. Course deferments can be scheduled for any date in the future so that students are able to resume their studies at a time convenient to them.

**Note:**

- i. Course deferments cannot be converted to cash refunds under any circumstances.
- ii. The College does not offer a deferment, or transfer pre-paid fees to another person.

**11. Requests for a Refund:** Requests for refund should be made in writing and forwarded to Student Services. An acknowledgement of the request will be sent immediately to the email address nominated in the request, or the last known address held on file for that student. If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by overseas transfer. If the payment was made by credit card the payment will be refunded to the credit card payment was made. The refund will be paid directly to the person who entered into the contract with the College, unless that person gives a written direction to the College to pay someone else except in the case of credit card refunds. Refund cheques will be posted to the nominated address, or made available for collection from Administration. All refunds will be processed and paid within four (4) weeks (28 days) of the receipt of the written request. Note: If the refund payment requires an international bank transfer, a \$40 transfer fee will apply.

**12. Corporate Clients:** Where a Corporate Client has enrolled a student to study as part of their employment, no refund of fees will be granted where a student leaves his/her employment and/or does not complete, or fails to attend the course.

	<p><b>13. Rights of International Students in Refund Disputes:</b> In the case of a dispute over a refund, international students may access the College’s Disputes and Appeals process and nominate a support person to accompany them at any stage of the dispute resolution process. If necessary, the College can also arrange an external mediator to help settle the dispute. 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.</p> <p><b>14. Provider Default:</b> In the unlikely event of Imagine Education not being able to provide a course for an enrolled student, all fees, including the Enrolment Fee, Airport Greeting Fee and Homestay Arrangement fee as determined by the legislative instrument under subsection of 47 (E) (4) ESOS Act will be refunded to the student within 14 days.</p> <p><b>15. Payments to Agents Representing the College:</b> The college cannot be responsible for the refund any consultation etc. payments made by the student to Education or Travel Agents. This is a separate contract between the student and the Agent.</p>
<b>Supporting documentation</b>	Refund Application Form
<b>Reviewed</b>	Annually (22/06/2017)
<b>Version</b>	2.1