

FORM 2.3 OVERSEAS STUDENT REFUND POLICY AGREEMENT

All Overseas Students must pay the stated fees as per the enrolment policy.

The Queensland School of Beauty Therapy Pty Ltd is aware that an occasion may arise where a student for one reason or another may elect to discontinue a course for which he or she has enrolled. In this instance the Queensland School of Beauty Therapy Pty Ltd will make every effort to ensure that a fair and equitable outcome is achieved for both the Queensland School of Beauty Therapy Pty Ltd and the student concerned.

1. The student must apply in writing to The Principal, Queensland School of Beauty Therapy Pty Ltd for a refund as soon as practicable once they have made their decision to withdraw from the course enrolled. (Refer to Form 2.2 Overseas Student Fees and Charges Refund Request).
2. A refund is processed within four weeks of receiving a written claim from the student.
3. The amount of refund (if any) will be paid to the following person:
 - a. If a person (other than the student) is specified in the agreement to receive any refund – the specified person*;
 - b. Otherwise – the student
4. This agreement does not remove the right to take further action under Australia's consumer protection laws.
5. The Queensland School of Beauty Therapy Pty Ltd's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
6. Refunds will be fully paid in the same currency in which the fees were paid, unless payment in that currency is impracticable.
7. Approved refunds will be paid within 1 week.
8. If a student's visa is refused by the Australian authorities overseas, the amount refunded is the tuition fees paid less an administration fee of \$200.
9. If the College is forced to withdraw a student from a course because the student has seriously breached international student visa conditions or Queensland School of Beauty Therapy Policies and Procedures, after the commencement of the course, refund will be calculated as per the refund policy.
10. Student uniforms are custom made for students and payment is required prior to the order being placed. Once the order has been placed by the School no refund is available to the student.
11. Overseas Student Health Cover (OSHC) premium paid in full by the overseas student to the School, will be refunded as calculated by the Overseas Student Health Cover provider, appointed by the School, of all refundable premium monies payable to the student on request of a refund in writing.

DEPOSIT – OVERSEAS STUDENTS:

Deposit paid of \$500 is only refunded to students in the following circumstances:

1. The Course is cancelled by the Training Centre; or
2. The Course ceases to be provided at any time after it starts, but before it is completed; or
3. If the Course is not provided in full to the student, because of any sanctions imposed upon the registered provider; or
4. Prior to the Commencement Date, the Student gives 1 month prior written notice of withdrawal from the Course.

ADMINISTRATION FEE – OVERSEAS STUDENTS:

Overseas students are required to pay an administration fee of \$1500 for enrolment into Certificate II courses and \$2000 for Certificate III, Certificate IV and Diploma courses.

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The Administration fee is only refunded to students in the following circumstances:

1. The course is cancelled by the Training Centre; or
2. The course ceases to be provided at any time after it starts, but before it is completed; or
3. If the course is not provided in full to the student, because of any sanctions imposed upon the registered provider; or
4. Prior to the Commencement Date, the Student gives 1 month prior written notice of withdrawal from the Course.

BALANCE OF COURSE FEES – OVERSEAS STUDENTS:

The balance of course fees shall only be refunded to the student in the following circumstances:

1. The course is cancelled by the Training Centre; or
2. The course ceases to be provided at any time after it starts, but before it is completed; or
3. If the course is not provided in full to the student, because of any sanctions imposed upon the registered provider; or
4. Prior to the commencement date, the student gives 1 month written notice of withdrawal from the course; or
5. On or after the commencement date, the student gives 1 month written notice of withdrawal from the course, then the refund will be calculated on a monthly basis from the course commencement date. The refund is calculated on a full month basis only and details of the course refunds are as follows:
 - a. SIB50110 Diploma of Beauty Therapy (Fast Track)– 5 day full time – CRICOS Code 075412D
 - i. 25% of total tuition fees charged monthly
 - b. SIB50110 Diploma of Beauty Therapy – 3 day full time – CRICOS Code 075412D
 - i. 25% of total tuition fees charged monthly
 - c. SIB40110 Certificate IV in Beauty Therapy (Fast Track) – 5 day full time – CRICOS Code 075410F
 - i. 25% of total tuition fees charged monthly
 - d. SIB40110 Certificate IV in Beauty Therapy – 3 day full time – CRICOS Code 075410F
 - i. 25% of total tuition fees charged monthly
 - e. SIB30110 Certificate III in Beauty Services- 3 day full time (Option 1) – CRICOS Code 075409K
 - i. 40% of total tuition fees charged monthly
 - f. SIB30110 Certificate III in Beauty Services- 3 day full time (Option 2) – CRICOS Code 075409K
 - i. 40% of total tuition fees charged monthly
 - g. SIB30110 Certificate III in Beauty Services- 3 day full time (Option 3) – CRICOS Code 075409K
 - i. 40% of total tuition fees charged monthly
 - h. SIB20110 Certificate II in Retail Make-up and Skin Care –3 day full time–CRICOS Code 075403E
 - i. 100% of total tuition fees charged monthly
 - i. SIB20210 Certificate II in Nail Technology – 3 day full time – CRICOS Code 075406B
 - i. 100% of total tuition fees charged monthly
6. Refund will be calculated from the date of notification of the refund request letter or Form 2.2 when received.
7. In the event that the student withdraws from the course and has paid in full and received discount, the discount will be non-refundable.
8. The Training Centre shall be entitled to deduct an administrative fee (20% of tuition fees) from any refund in the event of the Student giving notice of withdrawal from the Course pursuant to Condition 4 or 5 listed above.
9. In the event that the student has transferred between courses when enrolled at the school, then the refund will be calculated based on the enrolled courses. Overseas Students will require approval from the appropriate Government Agencies prior to any change of course being approved.
10. 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.

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