REFUND POLICY

This refund policy applies to all course monies paid to Mueller College by Full Fee Paying (International) Students.

Fees for services paid to education agents by students (or parent(s)/legal guardian if the student is under 18) are not covered by this refund policy.

Payment of Course Fees and Refunds

- Fees are payable 12 months in advance.
- All fees must be paid in Australian dollars.
- If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student’s fees for the duration of that calendar year.
- Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested in writing.
- Refunds will be paid to the student or the person specified in the written agreement.

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the College Secondary Principal, Mr Col Krueger.

1) Unsuccessful Enrolment/Visa Rejection

a. The school will refund within 4 weeks all course monies paid where the student’s application for enrolment is refused by the school. (Applicable only if payment of fees has accompanied the application/enrolment form and lodgement of the written agreement).

b. The school will refund within 4 weeks all course monies paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.

2) Student Default

a. Refunds for student default apply to tuition fees only.

b. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term’s (or ten weeks) tuition fees will be refunded from the annual tuition fee.

c. The school will refund within 4 weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.

i. If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an administration fee of $1000.

ii. If written notice is received less than 4 weeks prior to commencement of the course 70% of the tuition fee will be refunded.

iii. If written notice is received within six months of the commencement date of the student’s course, only one term’s (or ten weeks) tuition fees will be refunded from the annual tuition fee.

iv. If written notice is received more than six months after the commencement date of the student’s course no refund of tuition fees will be made.
d. No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons;
   i. Failure to maintain satisfactory course progress (visa condition 8202)
   ii. Failure to maintain satisfactory attendance (visa condition 8202)
   iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
   iv. Failure to pay course fees
   v. Any behaviour identified as resulting in enrolment cancellation in Mueller College Code of Conduct Policy.

3) School Default
   
a. If for any reason the school is unable to offer a course, a full refund of fees paid will be made within 14 days of notification of course cancellation.

b. If for any reason the school is unable to continue offering a course after commencement, a full refund of fees paid, including for the portion of the course already taught will be made within 14 days of notification of course cancellation.

This agreement does not remove the right to take further action under Australia’s consumer protection laws. If the student or parent/guardian is not satisfied with the decision made by the College with regards to the matters mentioned above they should follow the College Dispute Resolution and Grievance Process. The College dispute resolution process does not circumscribe the student’s right to pursue other legal remedies. Complaints may be made as provided for in the Education Overseas Students Act and Regulations. This involves contacting Education Queensland International on (07) 32246958 or Commonwealth Department of Education, Science & Training on (07) 32231000.

It is an Enrolment Condition of the College that all College Policies, including the Refund Policy, be fully understood by the person signing an Agreement with the College, prior to signing the Agreement.

Definitions

- Course money – includes tuition fees, any amount received by the school for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.
- Course – is the period of the CRICOS registered course. (03086F Primary, 013750K Secondary 8-10, 0264239, Senior Secondary 11-12).