



The Kilmore International School

School Refund Policy

- (a) The application fee is non-refundable.
- (b) If a student accepts an offer of a place at TKIS and subsequently withdraws from the course or the School before commencing classes at the School, the security deposit will be forfeited. If four weeks (or more) notice of withdrawal is provided to the School in writing, 80% of all other course fees will be refunded. If less than four weeks notice of withdrawal is provided to the School, only 50% of all other course fees will be refunded. Any refund payable in this circumstance will be made within four weeks of the school receiving written notice of withdrawal.
- (c) If the student's visa application is rejected, all course fees paid will be refunded by Telegraphic Transfer within four weeks of the School receiving the formal refusal letter from the Department of Immigration and Border Protection (DIBP). The application fee will be retained. The School will decide whether to refund the security deposit based on the individual case as outlined in the formal rejection letter from DIBP. If the visa application is rejected due to the neglect of the agent or parent in providing all necessary valid documents to enable DIBP to correctly assess the application then the security deposit will be forfeited.
- (d) All course fees must be paid before Confirmation of Enrolment advice can be issued. Students are required to be up to date with all course fee payments during their enrolment at the School. The School is obliged to inform DIBP if a student fails to pay the course fees by the specified due date which may result in cancellation of the student's visa. A late payment surcharge of 1% per month or part thereof will be levied on all amounts remaining unpaid on fee invoices by the due date for payment.
- (e) Once a student has commenced classes, one semester (six months) notice in advance and in writing is required if withdrawing from the School or the boarding house. If less than one semester's written notice is given for withdrawal from the school, the security deposit will be forfeited and the student will be liable for the payment of one term's (three months) course fees and boarding fees in default of such notice. If less than one semester's written notice is given for withdrawal from the boarding house, the student will be liable for the payment of one term's (3 months) boarding fees. The school will withhold transcripts/reports until all fees have been settled.
- (f) If a student fails to meet course requirements (such as failure to achieve satisfactory academic results or to maintain satisfactory behaviour and attendance) and is required to leave the school, the refund policy as detailed in (e) above will apply as if the student left the school without notice.
- (g) The security deposit is returned 6 months after the student's departure from the School less any university application fees and after all outstanding charges have been settled and subject to compliance with the School's enrolment and refund policy.
- (g) Refunds will be transferred to a home country bank account. It is the responsibility of the parent to provide bank account details to the School including bank name, bank address, account name, BSB number, account number etc.
- (i) In the unlikely event that 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.
- (j) In the unlikely event that 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.
- (k) 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.
- The Kilmore International School is required, under s19 of the ESOS Act 2000, to advise the Department of Immigration and Border Protection about:
 - i) Certain changes to the student's enrolment; and
 - ii) Any breach by the student of a student visa condition relating to attendance or unsatisfactory academic performance.

