



Fee Protect.

International student withdrawal and refund entitlements

Entitlement when an international student withdraws

Course duration:
13 weeks or more

Student withdrawal:
Before the end of the 10th working day

Full refund of the total amount paid, less costs incurred up to 25%

Provider must be able to justify the costs if the student lodges an enquiry

Student withdrawal:
After the 10th working day

Provider's own refund policy

Course duration:
5 to 12 weeks

Student withdrawal:
Before the end of the 5th working day

Full refund of the total amount paid, less costs incurred up to 25%

Provider must be able to justify the costs if the student lodges an enquiry

Student withdrawal:
After the 5th working day

Provider's own refund policy

Course duration:
Less than 5 weeks

Student withdrawal:
Before the end of the 2nd working day

Full refund of the total amount paid, less costs incurred up to 50%

Provider must be able to justify the costs if the student lodges an enquiry

Student withdrawal:
After the 2nd working day

Provider's own refund policy

Cost components of fee total

(1) The fee total on which the maximum percentage is determined is the sum of the cost components of all payments made by the international student to the private training establishment for the following:

- (a) tuition fees;
- (b) examination fees;
- (c) administration and registration fees;
- (d) student services fees;
- (e) books, uniforms, and other similar costs relating to the programme or training scheme;
- (f) English for Speakers of Other Languages (ESOL) support;
- (g) airport pick-up;
- (h) insurance;
- (i) accommodation.

(2) The expenses incurred by a private training establishment in relation to the cost components in subclause (1) may include overhead costs such as marketing, recruitment, and agents' commissions that the establishment recovers through fees.

