



# North Sydney English College

Caprock International Pty Ltd t/a North Sydney English College (Established in 2002)  
ABN Number: (70 060 771 566) (CRICOS Provider Number: 01942A) (RTO Number: 7017)  
Campus: Level 1 499 Kent Street, Sydney, NSW 2000  
Tel: +61 2 8263 1200  
Web: [www.northsydneycollege.com.au](http://www.northsydneycollege.com.au) Email: [info@northsydneycollege.com.au](mailto:info@northsydneycollege.com.au)

## REFUND POLICY

- Enrolment Fee, Administration Fee, credit card transaction fee, Accommodation Placement Fees and Airport Pick-Up Fees are non-refundable whether you complete your course or not.
- A \$500 fee is payable for administering course cancellation after course commencement.
- Where a student has cancelled prior to commencement a fee of \$150 is charged for processing the refund (except in visa rejection cases).
- An administrative charge of \$100 is made to vary an application e.g. Change of Start Date, Change of Course, Additional CoEs/instalments (4th, 5th etc.)
- If your application for a visa to study in Australia is rejected before the commencement date of the course and the College receives notification in writing and a copy of the Australian Embassy rejection letter, a full refund of all pre-paid Tuition fees minus the lesser of \$500 or 5% of all pre-paid Tuition fees will be paid. This excludes all non-refundable fees listed under item 1. If you commence a course at the College and subsequently your visa application is rejected, a refund of the portion of the Tuition fees which you have paid but for which tuition has not yet been received will be refunded. Proof of refusal letter must be provided no later than 4 weeks after refusal date, otherwise normal cancellation fees may be charged.
- Student Default: No refund will be made if a student:
  - has given false or misleading information
  - fails to comply with the conditions of enrolment at the College
  - is in breach of their visa requirements as imposed by the Australian Government
  - withdraws after the commencement date of the course
- Student Withdrawal: If you give written notice of your intention to withdraw from a course, all pre-paid Tuition fees will be refunded, minus an administration charge of \$150 and a cancellation fee, calculated as a percentage of the total pre-paid Tuition fees as follows:
  - 40 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 15%.
  - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 30%.
  - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 45%.Refund procedures:
  - You must complete the Refund Application Form.
  - Your refund will be processed within 4 weeks of receipt of your completed refund application if it includes all the required documents.Note:
  - Fees for additional services not covered in this Enrolment Agreement with North Sydney English College and directly paid to Education Agents by students are not covered by this refund policy.
  - Refunds will be paid directly to the student who entered into the Enrolment Agreement with North Sydney English College.
  - Bank charges are deducted for overseas refunds made by electronic transfer.
  - A written statement will be provided to the student to explain how the refund is calculated.
- Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
- Commencement of the course is defined as the course start date in the first Application form submitted by the student or agent and not subsequent changes to the starting date.
- Course and other Fees are not transferable to another student or institution but may be transferred to another course within North Sydney English College at the discretion of the College.
- Any approved refunds are made payable to and sent to the student, in the country of origin as applicable in Australian dollars.
- Provider Default: In the unlikely event that North Sydney English College is unable to deliver your course in full, starting from the agreed date, you will be offered a full refund within 2 weeks after the default date. This would include course cancellation due to low enrolments. If North Sydney English College is unable to provide a refund or place a student in a suitable alternate course the Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student the unused portion of the prepaid tuition fees. For more information, visit <https://tps.gov.au/StaticContent/Get/Faqs>
- This refund policy applies to all tuition fees paid to the college and includes any tuition fees paid to an education agent to be remitted to the College.
- All refund considerations will be strictly limited to the monies paid, which North Sydney English College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees listed under item 1.
- This agreement, and right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under Australian Consumer Law if the Australian Consumer Law applies.  
<http://www.australia.gov.au/information-and-services/public-safety-and-law/consumer-protection>

### STUDENT DECLARATION

I have fully read and understood the College's terms and conditions including the refund and cancellation policy and I agree to abide by them.

Student's signature

Date: