

FULL FEE-PAYING OVERSEAS STUDENTS (FFPOS) REFUND POLICY



1. PURPOSE

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* Standard 3 sets out that registered providers must formalise their enrolment of Students through written agreement with the Full Fee-Paying Student (FFPOS). The written agreement must set out the responsibilities of each party including refund policies.

The purpose of this policy is to ensure that parents are aware of fees and charges if their child is unable to commence at Hale School, withdraws from Hale School, or their enrolment is terminated by Hale School. The policy sets out the amounts which may be refunded and the process for providing a refund. All enrolled FFPOS are bound by the provisions of this policy.

2. DEFINITIONS

- **Compassionate or compelling circumstances** are circumstances beyond the control of the Student that are having an impact on the Student's wellbeing or progress through a course. These are determined by Hale School, but could include:
 - Serious illness, where a medical certificate states that the Student was unable to attend classes
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies; or
 - A traumatic experience, which could include:
 - Involvement in or witnessing of a serious accident; or
 - Witnessing or being victim of a serious crime and this has impacted on the Student (these cases should be supported by police or psychologists' reports)
 - A global pandemic preventing the Student leaving his home country or border closures preventing entry to Australia.
 - Where Hale School was unable to offer a pre-requisite unit, or the Student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- **Day** means any day including weekend and public holidays in or out of Term time. **PRISMS** means Provider Registration and International Student

Management System.

- **Student** means a full fee-paying overseas student.
- **Working day** means any day Monday to Friday that is not a public holiday in Western Australia.

3. POLICY STATEMENT/PRINCIPLES

3.1 Terms of Refund

1. Fees are per the *Hale School Schedule of Fees and Charges for Full-Fee Paying Overseas Students* and all refunds will be payable in Australian Dollars by electronic transfer within 14 working days of confirmation of the reason for withdrawal. Refunds will be made payable to the person who entered the written agreement with Hale School.
2. Any refund of course fees in the event of visa refusal or school default is prescribed by sections 47D (4) and 46D of the ESOS Act.
3. Any refund of prepaid computer fees or fees for camps etc. will be at the discretion of the Headmaster.

3.2 Obtaining a Refund

All applications for a refund must be made in writing to the Headmaster.

3.3 Refund Guidelines

Refund guidelines are outlined in **Table 1**, attached.

In the case of Hale School not being able to provide the course in which the student is enrolled, unspent pre-paid Tuition Fees will be calculated according to the *Educations Services for Overseas Students (Calculation of Refund) Specification 2014*. Students may also be able to receive assistance from the Australian Government's Tuition Protection Service. For information on the TPS please see: www.tps.gov.au

If a student changes Visa status e.g., becomes a temporary or permanent resident of Australia, the parent will continue to pay full overseas fees for the duration of the Semester.

3.4 Exceptions to this Policy

Exceptions to this Policy may be made by the Headmaster when the reasons for the Student withdrawal are for compassionate or compelling circumstances.

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Relevant Legislation

- Education Services for Overseas Students Act (2000)
- National Code of Practice for Providers of Education Training to Overseas Students (2018)
- Education Services for Overseas Students. (Calculation of Refund) Specification 2014

Related Policies and Procedures

- FFPOS Deferment, Suspension and Cancellation of Studies Policy
- FFPOS Monitoring Course Progress and Attendance Policy
- FFPOS Transfer (Between Registered Providers) Policy
- [International Student Fees and Charges 2026 Full Fee Paying Overseas Students](#)

Date originally approved: February 2017	Approving authority: Director of Staff Development and Human Resources
Date this version approved: March 2026	Date policy to be reviewed: March 2027
Policy Custodian: (Contact for queries) Head of Admissions	Policy Category: Student, Curriculum and Co-Curricular

Policy Version
3
Changes Made
<ul style="list-style-type: none"> • Use of FFPOS • Inclusion of Purpose • Addition of Table 1 • Update of link to International Student Fees and Charges 2026

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Table 1: Refund Guidelines

Reason for Refund of Tuition and Boarding Fees	Notification Period	Tuition and/or Boarding Fee Refund
Student's application for a student Visa is unsuccessful	As soon as practical prior to agreed starting date <i>Refer ESOS Act 2000 Subdivision B- Student Defaults Sections 47D and 47E</i>	The school will refund within four weeks any unspent pre-paid Tuition and/or Boarding fees, where the student produces evidence that the application by the student for a student visa has been refused by Australian immigration authorities, less 5% of the course fee or \$500, whichever is the lesser amount for administration expenses.
Student issued with a student visa withdraws	Between acceptance of Offer and 10 weeks or more prior to agreed starting date	A full refund of unspent pre-paid Tuition and/or Boarding fees, less \$500 for administration expenses.
	Between acceptance of Offer and less than 10 weeks prior to the agreed starting date.	Full refund of unspent pre-paid Tuition and/or Boarding fees less 25% of the current FFPOS annual tuition fees.
	After the course commences and the student provides one term or the equivalent of 10 weeks' notice	Unspent Tuition and/or Boarding fees, calculated on a pro-rata basis.
	After course commencement and the student does not provide one term or the equivalent of 10 weeks' notice.	Tuition and/or Boarding Fees received are not refunded. In a particular case, the Headmaster in his absolute discretion may decide to refund a portion of Tuition and/or Boarding fees.
*Provider Default If Hale School withdraws the offer, fails to provide the course offered or terminates an Education Service	Prior to agreed starting date at Hale School for the academic year. <i>Refer ESOS Act 2000 Subdivision A- Provider Defaults Section 46A and 46B</i>	Full refund of total tuition and/or boarding fees, or refund of unspent tuition and/or boarding fees, calculated on a pro-rata basis, proportional to the time that the student has been at Hale School.
Any behaviour resulting in enrolment cancellation at Hale School as per the school 'Student Code of Conduct'	After course commences	No refund

***Other charges; the following fees are not refundable- application fee, confirmation fee and sundry charges**