



Refund Policy and Procedure – International Students

1. Background

This refund policy is applicable to international students who are commencing and re-enrolling in a course offered by the International Screen Academy (ISA).

2. Student does not commence, or withdraws a course

Any international student that does not commence their studies, or withdraws from a course at ISA must apply in writing to the Executive Chairman for a refund.

2.1 New students

If a new commencing student withdraws enrolment 14 days or more before the commencement date of the course a processing fee of 20% of the initial deposit will be retained by ISA and any balance refunded to the student.

If a new commencing student withdraws from a course less than 14 days before the commencement date of the course or after the course has commenced, the student will remain liable for the total Unit of Study fee, and no refund will be applicable.

In the case where an international student is not granted a visa, a processing fee of 20% of the initial deposit will be retained by ISA and any balance refunded to the student.

Applications for a refund in these circumstances must be made in writing to the Executive Chairman within 14 days of the notification. The letter should include a copy, or copies of any documentation received from the Australian Embassy to confirm the refusal of the visa.

2.2 Re-enrolling students

If a re-enrolling student withdraws enrolment 14 days or more before the commencement date they will be entitled to a full refund of Unit of Study fees paid.

If a re-enrolling student withdraws from a Unit of Study less than 14 days before the commencement date or after the Unit of Study has commenced, the student will remain liable for the total Unit of Study fee, and no refund will be applicable.

2.3 Extenuating or compassionate circumstances

Requests for a refund based on extenuating or compassionate circumstances (such as illness) will be considered on a case by case basis.

2.4 Non-attendance in class

Non-attendance by a student at classes does not constitute notice of withdrawal from a course.

2.5 Payment of Refunds

Refunds will be paid within 4 weeks directly to the student unless ISA is advised in writing to pay the refund to someone else. Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. Students will be provided with a written statement detailing how any refund amount has been calculated.

3. School initiated cancellation of enrolment

If a student's enrolment is terminated by ISA for misconduct, breach of student regulations or non-compliance with visa conditions, no refund of tuition fees will be given (refer to the *Code of Conduct* for details of what constitutes proper conduct).

4. Provider default

If ISA is unable to provide a course to a student partially or in full because:

- the course does not start on the agreed commencement date, or
- the course ceases being provided after it starts and before it is completed, or
- the course is not provided fully to the student because of a government directive or sanction imposed on ISA.

ISA will provide a full refund of the Unit of Study fees to the student within two weeks of the day on which the course ceased being provided.

Should ISA be unable to provide a course and not be able to pay a refund to the student an alternative course will be arranged at another recognised and approved institution through the Australian Government Tuition Protection Services at no extra cost to the student. Information on the Tuition Protection Scheme is at <https://tps.gov.au/StaticContent/Get/StudentInformation>

5. Student's right to take further action

This refund policy and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australia's consumer protection laws.

6. Publication and Version Control

Staff and students are advised of this policy through publication on the ISA's website.

Version	Amendments	Approval	Date Approved
2	Include Tuition Protection Scheme	Managing Director	24/2/14
3	Replace Managing Director with Executive Chairman	Executive Chairman	1/12/16