

REFUND POLICY

Refunds

SMART English Refund policy is compliant with the principles defined in the ESOS (Education Services for Overseas Students) Act 2000. These guidelines apply equally to all new and re-enrolling students unless otherwise stated. SMART English reserves the right to cancel or postpone any course prior to their scheduled start date, should it be necessary. SMART English does not commence a course on the starting date outlined in the Letter of Offer or discontinues the delivery of a course before it is completed, and if the student is unable to enrol in a similar course at SMART English, fees will be refunded. Refund of fees will be granted in accordance with the refund policy below.

Full Refund of Course Fees

SMART English Melbourne will approve a full refund of course fees paid in advance if:

- a. The application for a student visa is unsuccessful (SMART English Melbourne reserves the right to retain the lesser of the following amounts: a) 5% of the amount of course fees (tuition and non-tuition fees) received by SMART English Melbourne in respect of the student; b) \$500 as per the Letter of Offer and Acceptance Agreement). Fees paid in advance will be refunded within 14 days.
- b. SMART English Melbourne does not commence a course on the starting date outlined in the Letter of Offer or discontinues the delivery of a course before it is completed. Full refund will be made within 14 days of the specified date or from the date the course is discontinued in accordance with the refund guidelines of ESOS Act.

Partial Refund

SMART English will provide a partial refund of course fees paid in advance if:

- a. The student formally withdraws (in writing) from a course more than six (6) weeks before the course commencement date. Full course fees paid for the term will be refunded to the student, less \$250.00 Administration Fee.
- b. The student formally withdraws (in writing) from a course between two (2) and six (6) weeks before the course commencement date. 70% of course fees will be refunded, less \$250.00 Administration Fee.
- c. The student formally withdraws (in writing) from a course less than two (2) weeks before the course commencement date. 25% of tuition fees will be refunded, less \$250.00 Administration Fee.
- d. Partial refund after commencement at SMART English MAY be given upon discussion of extenuating circumstance with the CEO or approved representative.

No Fee Refund

SMART English will not refund any fees if:

- a. The student withdraws from the course during a study period or after the course commencement date.
- b. The student is not granted the extension of the student visa and the course has commenced. Students are recommended not to enroll if they believe their visa may not be extended.
- c. The student applies and is granted approval by SMART English to transfer to another registered provider before completing six (6) months study of the principal course.
- d. SMART English terminates the student's enrolment as a result of misbehavior, failure to comply with SMART English policies, breach of student visa conditions or unsatisfactory course progress or attendance.

Request for Refund

Students who wish to apply for a Refund of course fees in accordance to the Refund Policy are required to complete the Refund Form available at reception or online.



Cancellation

For any cancellation following a deferment, SMART English will consider the original course start date to apply the refund policy.

Payment of Refund

Eligibility for a refund will be assessed and if approved they will be sent to the person who originally made the payment, unless the student is transferring to another registered provider in Australia (subject to Visa conditions), in which case any refund may be transferred to that registered provider. SMART English will provide the student with a statement detailing the calculation of the refund.

Payment Plan Refund Arrangement

If a student wishes to withdraw after course commencements, 25% of any remaining tuition fees must be paid, unless otherwise arranged with the management team.

Approvals

All refunds must be assessed and approved by the Finance Manager. Special circumstances to the above-mentioned cases may only occur at the discretion of SMART English CEO or approved representative or when there is ground for any other extenuating or compassionate circumstances.

