

International College of Queensland Australia (ICQA)

CRICOS PROVIDER CODE: 01351B

REFUND POLICY

Course Related Fees

- Enrolment fee is not refundable in any event except when ICQA is unable to deliver the course in which the student has enrolled.
- All course monies including compulsory charges will be refunded if ICQA is unable to deliver the course in which the students has enrolled, in which case a refund will be provided no later than 2 weeks after the student receives written confirmation that the course has been cancelled.
- All course monies, except enrolment fee, are fully refundable if a visa application is rejected. The student who wants to request a refund on this ground is required to provide ICQA with the visa rejection letter from the Australian immigration authorities within 14 days of the date of such rejection letter.
- Before commencement of course, all course monies, except enrolment fee, will be fully refundable if a written application is received 28 days before the student's agreed starting date.
- If an application for refund is received less than 28 days before the agreed starting date, a cancellation fee equivalent to 4 weeks' tuition and resource fees will be charged.
- There will be no refund of any course monies after the student has commenced the course.
- There is no refund for public holidays that fall during a student's course
- All course monies are non-transferable.

Homestay and Airport Pickup Fees

- Accommodation placement fees are not refundable in any event.
- If the student's visa application is rejected, homestay fees and airport pickup fees will be refunded.
- If the student wishes to cancel his or her homestay booking prior to his/her accommodation start date, the student must give a minimum of two weeks' notice for cancellation of homestay. Otherwise, a charge equal to 2 weeks' homestay fee will be charged.
- If the student wishes to move out of his or her homestay earlier than the confirmed accommodation finish date, the student must give a minimum of two weeks' notice of cancellation of Homestay. Otherwise, a charge equal to 2 weeks' homestay fee will be charged.
- The student must give a minimum of 24 hours' notice for cancellation of airport pickup; otherwise the student will have to pay the airport pickup fee.
- The student must give a minimum of 24 hours notice for a change of date and/or time of airport pickup or the student will have to pay another airport pickup fee.

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Administration Fee

- We do not charge the student Enrolment Fee as our courtesy if the student is re-enrolling at our college after the first course is completed. However, if such a re-enrolment is cancelled, we will charge the student \$100.00 for the Administration Fee.
- If the student is re-enrolling in only one course with a study duration of 4 weeks or less, we will charge the student \$100.00 for the Administration Fee.
- If the student is re-enrolling in two or three courses at the time of registration, we will only charge the student \$100.00 for the Administration Fee for the first course if the study duration is 4 weeks or less. We will waive the Administration Fee of \$100.00 for the second or third course as our courtesy.
- If the student is enrolling in two or three courses at the time of registration, we will only charge the student Enrolment Fee for the first course, but not for the second or third course as our courtesy. However, if the second or third course is cancelled, we will charge the student \$100.00 for the Administration Fee.
- If the student has enrolled in two or three courses, we will charge the student \$100.00 for the Administration Fee in the following cases:
 - If the student wants to change the sequence of the courses from what is originally registered.
 - If the second or third course requires a certain prerequisite English competency and if the student fails to acquire that prerequisite English competency by the time the second or third course starts.

General Terms

- Payment of any applicable refunds will be made directly to the student (not a third party) within 4 weeks of ICQA receiving a written application for refund.
- All refunds will be calculated and made in Australian dollars.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws; neither does it remove the student's right to pursue other legal remedies.