

International Student Fees Refund Processes

The Northern Territory (NT) Department of Education (DoE) defines fee-paying international students as either:

- students who are the primary holders of international student visas (visa subclass 500 or 571). These students have lodged an application to study with DoE's International Services division in order to apply for an international student visa*; or
- students who have entered Australia as either dependants on their parent's visa or on visitor visas*.

*This includes students who currently hold bridging visas but previously held a visa that attracted international student fees.

The refund processes for international student fees differs for each type of international student.

Students applying for or holding their own student visa (subclasses 500/571)

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to International Services (international@nt.gov.au; GPO Box 4821, Darwin, NT, 0801).

Visa rejection:

The student will be refunded within 28 days all course monies paid where the student produces evidence that the application made for a student visa has been rejected by the Australian immigration authorities, excluding an administrative fee of A\$100.

Student-initiated deferrals, suspensions or cancellations of their enrolment:

Refunds for student-initiated deferrals, suspensions or cancellations of their enrolment apply to tuition fees only. Tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.

The student will be refunded within 28 days of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below:

- If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an A\$100 administrative fee.
- If written notice is received less than 2 weeks prior to commencement of the course, A\$500 will be retained by the school.
- If written notice is received more than four months after the commencement date of the student's course no refund of tuition fees will be made.

No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress (visa condition 8202)
- Failure to maintain satisfactory attendance (visa condition 8202)

- Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
- Failure to pay course fees
- Any behaviour identified as resulting in enrolment cancellation as per Department of Education Policy.

Students who are dependants on their parent's visa or on visitor visas

Requests for refunds may be made either directly to the school or to International Services (internationalservice@nt.gov.au; +61 8 8901 1336).

Change of visa status

If an international student's visa status changes so that they are on a visa subclass that does not attract international student fees, tuition fees will be refunded from the date that the visa was granted.

A copy of the new visa must be provided to the school and International Services as evidence of this.

Early departure from course

If an international student departs the school to return to their home country or to attend school outside the NT, all tuition fees that have been paid will be retained unless a minimum of 4 weeks' notice of intention to leave is provided to the school in writing.

If 4 weeks' notice has been provided to the school, a refund will be given from the date that the student has ceased to study at an NT government school.

Course Closure

In the unlikely event that the Department of Education is unable to deliver a course, a full refund will be offered for both types of international fee-paying student. The refund will be paid within two weeks of the course cancellation date.

A student may be offered enrolment on a suitable alternative course at no extra cost. The student has the right to choose whether they would prefer a full refund or to accept a place on another course.