

INTERNATIONAL STUDENT PROGRAM

REFUND POLICY

Student Default

- If a student withdraws from the course more than 14 days before commencement of the course he/she is entitled to a full refund less 15% processing fee.
- 50% refund will be given to any student who withdraws up to 14 days before the commencement of the course.
- No refund will be given to any student who withdraws after commencement of the course.
- If the student's application for a visa is rejected, a full refund less AUD\$100 administrative fee will be given to the student.
- This agreement and the availability of complaints and appeals processes does not remove the right to take further action under Australia's consumer protection laws.

A student's application for a refund should be made in writing to:

The Manager, International Student Programs
Northern Territory Department of Education and Training
GPO Box 4812
Darwin NT 0801

Where the student defaults, refunds will be made within four weeks of receipt of the written claim.

Provider Default

In the unlikely event that the Northern Territory Department of Education and Training is unable to deliver a course in full, a full refund will be offered of all the course money paid to date. The refund (less the \$100 administrative fee) will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course by another provider at no extra cost. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If placement in another course is chosen, DET will ask the student to sign a document to indicating acceptance of the placement.