



REFUND POLICY

Regulation and Standards	National Code 2018 Standard 3																								
Policy	<p>This policy applies to all students who do not wish to continue their studies at POLLARD ENGLISH and thus have requested for a refund of tuition fees and other fees.</p> <p>An application for a refund of fees paid must be done by the student in writing. This form may be submitted electronically, in person or by mail. A copy of the refund application form is available on POLLARD ENGLISH website or can be collected from the POLLARD ENGLISH Student Services Officer. Students who are off-shore or interstate can contact Pollard English via info@pollardenglis.edu.au regarding any refunds.</p> <p>The table below indicates a list of refund items:</p> <table border="1"> <thead> <tr> <th>Description of items</th> <th>Refund status</th> </tr> </thead> <tbody> <tr> <td>Enrolment fee</td> <td>Non-refundable</td> </tr> <tr> <td>Course material fee</td> <td>Non-refundable</td> </tr> <tr> <td>Visa refused prior to course commencement</td> <td>Full refund less enrolment and course material fees</td> </tr> <tr> <td>Withdrawal of course 10 weeks or more prior to course commencement</td> <td>80% refund less enrolment and course material fees</td> </tr> <tr> <td>Withdrawal of course between 4 to 10 weeks prior to course commencement</td> <td>50% refund less enrolment and course material fees</td> </tr> <tr> <td>Withdrawal of course less than 4 weeks prior to course commencement</td> <td>30% refund less enrolment and course materials fees</td> </tr> <tr> <td>Withdrawal of course after course commencement</td> <td>No refund</td> </tr> <tr> <td>Visa cancellation due to students actions</td> <td>No refund</td> </tr> <tr> <td>Enrolment cancelled due to actions of the student and results in serious breaches of Pollard's' policies and procedures</td> <td>No refund</td> </tr> <tr> <td>Compulsory Health Insurance (Student Visa only)</td> <td>Refer to the OSHC provider</td> </tr> <tr> <td>If Pollard English withdraws its offer to deliver the course before or after the course commencement date</td> <td>Full refund including enrolment and course material fee</td> </tr> </tbody> </table>	Description of items	Refund status	Enrolment fee	Non-refundable	Course material fee	Non-refundable	Visa refused prior to course commencement	Full refund less enrolment and course material fees	Withdrawal of course 10 weeks or more prior to course commencement	80% refund less enrolment and course material fees	Withdrawal of course between 4 to 10 weeks prior to course commencement	50% refund less enrolment and course material fees	Withdrawal of course less than 4 weeks prior to course commencement	30% refund less enrolment and course materials fees	Withdrawal of course after course commencement	No refund	Visa cancellation due to students actions	No refund	Enrolment cancelled due to actions of the student and results in serious breaches of Pollard's' policies and procedures	No refund	Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider	If Pollard English withdraws its offer to deliver the course before or after the course commencement date	Full refund including enrolment and course material fee
Description of items	Refund status																								
Enrolment fee	Non-refundable																								
Course material fee	Non-refundable																								
Visa refused prior to course commencement	Full refund less enrolment and course material fees																								
Withdrawal of course 10 weeks or more prior to course commencement	80% refund less enrolment and course material fees																								
Withdrawal of course between 4 to 10 weeks prior to course commencement	50% refund less enrolment and course material fees																								
Withdrawal of course less than 4 weeks prior to course commencement	30% refund less enrolment and course materials fees																								
Withdrawal of course after course commencement	No refund																								
Visa cancellation due to students actions	No refund																								
Enrolment cancelled due to actions of the student and results in serious breaches of Pollard's' policies and procedures	No refund																								
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider																								
If Pollard English withdraws its offer to deliver the course before or after the course commencement date	Full refund including enrolment and course material fee																								
Procedure	<ol style="list-style-type: none"> The Student will fill-in a Refund Request Form with supporting documents and provide a copy of the same to the Student Services Officer in person or via email at info@pollardenglis.edu.au. 																								



	<ol style="list-style-type: none">2. The Student Services Officer will forward this application to the Director of Studies who will, in coordination with the Director, start processing this application.3. The Director of Studies will have a meeting with the Director. The Director, based on the evidence provided, will approve or reject the refund request. This decision will be conveyed to the Student Services Officer.4. The Student Services Officer will then provide a written outcome to the student regarding the refund application. This feedback is provided within 28 days. <p><i>Note: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. POLLARD ENGLISH dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.</i></p>
Reviewed	Annually
Version	0.1