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| APPLICABLE TO | All diocesan schools | | |
| DOCUMENT OWNER | Assistant Director | | |
| SCHOOL ACTIONS | System policy: Schools are to ensure their practices are consistent with this policy. A local policy is not required. | | |
| APPROVAL DATE | May 2018 | | |
| APPROVED BY | CSO Leadership Team | | |
| LAST REVIEW DATE/S | 2014 | NEXT REVIEW DATE | May 2020 or when review is required |
| RELATED DOCUMENTS | Enrolment of Students on Visas Policy Overseas Student Enrolment Package | | |

Purpose

This procedure supports the Overseas Student Refund Policy and clarifies the steps required when a course or enrolment refund of fees is sought and approved for payment. This procedure should be read in conjunction with the policy document Guidelines, Forms and Information for Enrolment of Overseas Students (Visa subclass 500).

Scope

This procedure applies to all systemic schools in the Maitland-Newcastle Diocese who have overseas students enrolled.

Responsibilities

Principal

The Principal is responsible for the management and documentation of all overseas students enrolled into their school. He/she (or delegate) is responsible for advising course availability to students and maintaining documentation of progress. If for any reason the student leaves a course or the school the Principal will notify the Assistant Director if refund of course or school fees are requested through Parent/Guardian application.

The Principal will be aware of and have a working knowledge of the process for refund via the support documents; Guidelines, Forms and Information for Enrolment of Overseas Students (Visa subclass 500).

School Overseas Liaison Officer

The School Overseas Liaison Officer will be delegated the role by the Principal to directly manage the educational choices made by the enrolled student(s) and maintain the required documentation. Welfare visits to the student(s) accommodation may also be required. When a course selected by an overseas student does not run or the student leaves the school, the School Overseas Liaison Officer will report this to the Principal. If refunds are sought by the parent/guardian the School Overseas Liaison Officer will refer this to the Principal for processing.

Assistant Director

The Assistant Director will work with the Principal of the school to process any request for refunds of course or school fees. She/he will be responsible for working with appropriate Catholic Schools Office staff to access funds for repayment if the request is approved.

Step by Step

1. If for any reason an overseas student (visa subclass 500) withdraws from a course provided by the school or withdraws from the school, a refund may be required.
2. Parents/guardians are to make a written request for a refund from the Diocese.
3. For a refund to be approved the "Guiding Practices" section of the Overseas Student Refund Policy needs to be referenced.
4. Following consultation with the Assistant Director a decision will be made regarding approving the request and then forwarded to the parent/guardian.
5. If the parent/guardian disputes the decision in relation to the refund they will meet with the Assistant Director for explanation as per the "Guiding Practices" section, 14/15, of the Overseas Student Refund Policy.

Legislative/Professional Guidelines

Education Service for Overseas Student Act 2000 (ESOS Act)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code)