

Refund Policy

A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed as well as comprising part of student's written agreement.

This policy outlines refunds applicable to course fees paid to the school

1. Any service fees a student (or parent(s)/legal guardian if the student is under 18) pays directly to a third party are not within the scope of this refund policy.
2. The application fee is non-refundable.
3. The enrolment confirmation fee is non-refundable except in cases of Visa refusal.
4. Payment of Course Fees and Refunds
 - 4.1 Fees are payable according to *the [School's Fees Policy](#)*.
 - 4.2 All fees must be paid in Australian dollars unless requested otherwise. Refunds will be reimbursed in the same currency as fees were received.
 - 4.3 Refunds will be paid to the person who enters into the written agreement unless the school receives written advice from the person who enters the written agreement to pay the refund to someone else.
5. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the enrolments officer.
6. Student default because of visa refusal
 - 6.1 If a student produces evidence of visa refusal (or provides permission for the school to verify visa refusal with the Department of Immigration) and fails to start a course on, or withdraws from the course on or before the agreed starting day, the school will refund within four weeks of receiving a written claim from the student the total amount of course fees received by the school before the student's default day
 - 6.2 If a student whose visa has been refused withdraws from the course after it has commenced, the school will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund of any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default

**Calculation of the refund due in this case is prescribed by a legislative instrument s.10 (Education Services for Overseas Students (Calculation of Refund) Instrument 2024 [30 SEP 2024](#); CLARE: Education Services for Overseas Students (Calculation of Refund) Instrument 2024 - Subsections 46D(7) and 47E(4) - Education Services for Overseas Students Act 2000 - F2024L01231*

7. Student Default not related to visa refusal

Any refund owing under this section will be paid within 4 weeks of receiving a written claim from the student, or parent(s)/legal guardian if the student is under 18 years of age. Tuition fees are invoiced and payable each term.

7.1 Refund of Tuition Fees

7.1.1 Prior to course commencement

- If written notice is received more than 4 weeks prior to commencement of the course, the school will be entitled to retain non-refundable amounts of the application fee and enrolment fee, with any remaining amounts paid being refunded.
- If written notice is received less than four weeks prior to commencement of the course, 70% of the tuition fee will be refunded and the school will retain 30%.

7.1.2 After course commencement

- Where tuition fees for 1 term have been received in advance by the school:

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Updated by Melissa Barna, May 2026

CRICOS NUMBER: 03326J

Rudolf Steiner Education Group Brisbane T/A Samford Valley Steiner School

If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only 50% of the tuition fee will be refunded, with the school retaining 50%.

If the student has commenced the course and written notice of withdrawal is received within the 1 term of payment, no tuition fees will be refunded.

- If tuition fees have been received for more than 1 term, refund provisions will apply for the first term only and any balance of unused tuition fees after this will be refunded.
- No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 1. [Failure to maintain satisfactory course progress \(visa condition 8202\)](#)
 2. [Failure to maintain satisfactory attendance \(visa condition 8202\)](#)
 3. [Failure to maintain approved welfare and accommodation arrangements \(visa condition 8532\)](#)
 4. Failure to pay course fees
 5. Any Behaviour identified as resulting in enrolment cancellation in [Student Conduct Policy](#)
- If Samford Valley Steiner School cancels a student's enrolment for failure to maintain agreed conditions as outlined in the student's written agreement, including failure to disclose a pre-existing condition requiring a high degree of specialised support or care, any refund of tuition fees will be assessed on a case-by-case basis at the discretion of the school.

7.2 Refund of Non-Tuition Fees

- Refund of non-tuition fees owed to AHN are refunded as per their [refund policy](#).
- For information about the refund of any overseas student health cover (OSHC) fees owed, contact your chosen health provider.

8. School Default

- If for any reason the school is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of any unused tuition fees* will be made within 14 days of the agreed course starting day.
- If for any reason the school is unable to continue offering a course after commencement, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the school, a full refund of unused tuition fees* received by the school with respect to the student will be made within 14 days of the days of the school's default day.
- In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive assistance from the Australian government's [Tuition Protection Service](#).

**Calculation of the refund due in this case is prescribed by a legislative instrument s.8 (Education Services for Overseas Students (Calculation of Refund) Instrument 2024 [30 SEP 2024: CLARE: Education Services for Overseas Students \(Calculation of Refund\) Instrument 2024 - Subsections 46D\(7\) and 47E\(4\) - Education Services for Overseas Students Act 2000 - F2024L01231](#)*

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Definitions

Course fees – Course fees refers to the total cost of the course, inclusive of both tuition and non-tuition fees.

Tuition fees are defined in the s.7 of the [ESOS Act 2000](#) as

fees a provider receives, directly or indirectly, from: (i) an overseas student or intending overseas student; or (ii) another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student...

s.7(2) [ESOS Regulations 2019](#) prescribes fees that are **included** as **tuition fees**. These are:

- a) lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience, that:
 - i. form part of a course that the provider is providing, or offering to provide, to the student (whether or not they are a mandatory part of the course); or
 - ii. are intended to assist the student to progress in such a course; or
- b) matters ancillary to the activities mentioned in paragraph (a).

s.7(3) [ESOS Regulations 2019](#) prescribes fees that are **excluded** as **tuition fees**. These are considered to be **non-tuition fees**:

- a) books or equipment sold to the student; or
- b) health insurance; or
- c) administration; or
- d) accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork or practical experience to which paragraph (2)(a) applies); or
- e) assisting the student to apply for or hold a student visa.

THE REFUND POLICY WAS LAST UPDATED Melissa Barna May 2026