

COURSE WITHDRAWAL AND REFUND POLICY

Withdrawal and refund information – (under section 236A(1)(f))

This refund policy applies where an international student withdraws within the first 10 working days from a course that is of three months or more.

Maximum percentage of refund:

Based on actual costs incurred, the maximum percentage of the payment, or sum of any payments our establishment may retain, is 25%.

Costs that may be claimed for deduction from the refund

- Tuition fees, including amounts for the export education levy, recruitment, marketing, agents' commission and overhead costs
- Course related payments, including examination fees and costs of books and uniforms
- Administration fees and registration fees
- ESOL (English for Speakers of other Languages) support
- Student services fees
- Airport pickup
- Accommodation

Where the course duration is less than 3 months the following withdrawal days and percentages apply.

Course length	Withdrawal Period	Amount PTE may retain
< 5 weeks	2 nd day of course	50%
Between 5 & 12 weeks	5 th day of course	25%
13 weeks or greater	10 th working days	Up to 25%