

This is a statement of JMC Academy's policy in regards to refunding fees.

Refund of course fees for overseas students

- The JMC Pty Ltd reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at the JMC Pty Ltd all fees will be refunded.
- Where a visa has not been received in time to start the course, the student must contact the JMC Academy in writing and they will be offered another starting date without charge.

Refund of the fees will only be granted in accordance with the refund policy set out below.

Full Fee Refund

The JMC Pty Ltd will make a full refund of course fees paid in the following circumstances:

- Application for a student visa is unsuccessful. In this case the JMC Pty Ltd, reserves the right to retain registration charge of A\$150. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to the JMC Pty Ltd upon visa refusal. In this case full refund of course tuition fees will be made within 28 days.
- If for any reason the JMC Pty Ltd is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed. In this case a full refund of course tuition fees paid will be made within 14 days of the specified starting date or from the time the course ceases to be delivered in accordance with the refund requirements of the ESOS Act 2000.

Partial Fee Refund

The JMC Pty Ltd will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received from a candidate at least 28 days prior to the initial course commencement, 50% of the tuition fees are refundable, less registration charge of A\$150

No Fee Refund

- If written notice of withdrawal is received from a candidate less than 28 days prior to the initial course commencement or at any time after course commencement, no refund will be applicable.
- Refunds for any monies received by the JMC Pty Ltd on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective companies refund policies.
- In the event that an extension to your student visa is not granted and the course has commenced a refund will not be issued. You are advised not to enrol if you believe their visa will not be extended.
- In the event that the student seeks and is granted approval by the JMC Pty Ltd to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.
- In the event that your enrolment is cancelled because of infringement with the JMC Pty Ltd disciplinary Policy or breach of student visa conditions, no refund of any course money paid in advance will be granted

Requests for Refund of Tuition Fees

Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the request for refund proforma, stating reasons and relevant details. This must be submitted with attached supporting documents to:

International Services Division
The JMC Pty Ltd
171 Bank St
South Melbourne
Victoria 3205
Australia

Or by email to international@jmc.edu.au

Approvals

All refunds must be approved by the Financial Manager.

Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the PEO.

This information is provided for the student in the:

- JMC Academy – Information for Potential Students
- JMC Academy Enrolment Acceptance Agreement Form

Consumer protection

This refund policy does not remove the right of the student to take further action under Australia's consumer protections laws. A dispute or action in relation to this policy shall be subject to the absolute jurisdiction of the laws in the state that the contract was signed.

Definitions

Acceptance Letter

Document issued by the JMC Academy detailing an individual student's enrolment.

Charge Date

Date fees are liable.

DIAC

Department of Immigration and Citizenship

Due Date

Date by which students are required to settle amounts detailed on Statement Account after the due date will incur late penalties.

Overseas Student

A student studying an award course in Australia and holding an Australian student visa

Registration Fee

An amount paid by a Higher Education student to secure a place and may be retained by the Academy at the time of any course or subject withdrawal

Statement of account

Document issued by JMC Academy which enables the student to make payment.

Student

- A person who is enrolled in any subject or subjects offered by JMC Academy whether formally enrolled for an award qualification or not.
- A student whose enrolment has been accepted by receipt of the appropriate fee or part thereof. As a consequence a debt has been created and income credited to the General Ledger.

Student – “rolled over”

A continuing student whose enrolment has been acknowledged prior to the current year and who has yet to pay current fees

Positions responsible for implementing policy

- Administration
- Student Recruitment and Admissions
- International Services
- Campus Managers
- Financial Controller
- Chief Executive Officer

Policy Review Date

This Policy will be reviewed in August 2012