

Course Fee Refund Policy and Procedure

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Policy Owner **Admissions Manager**
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01 October 2026	1		01 October 2027

1. Purpose and Scope

The purpose of this policy and procedure is to outline Griffith English Language Institute's course fees refund. This policy applies to all Griffith English Language Institute students, including applicants who apply to study with Griffith English Language Institute and defines how refunds will be administered by Griffith English Language Institute.

2. Policy

The Griffith English Language Institute enrolment fee is only refundable in a circumstance involving provider default, prior to commencing the initial course.

Students may request for a refund of their tuition fees when they submit a cancellation request to Griffith English Language Institute.

Students must ensure that they remain compliant with their Australian visa conditions.

This policy applies to all students, including those who receive government sponsorship and their cancellation request has been approved by their sponsor.

For students who provide Griffith English Language Institute with a written notice of cancellation at least eight weeks prior to their Initial Course's start date, Griffith English Language Institute will not charge any cancellation fee and fully refund any pre-paid Tuition Fees for that Course and any subsequent course(s).

For students who provide Griffith English Language Institute with a written notice of cancellation less than eight weeks but more than four weeks prior to their Initial Course's start date, Griffith English Language Institute will charge a 20 percent cancellation fee of the total Tuition fees and refund any remaining pre-paid Tuition Fees for that Course.

For students who provide Griffith English Language Institute with a written notice of cancellation less than four weeks prior to their Initial Course's start date, Griffith English Language Institute will charge a 40 percent cancellation fee of the total Tuition fees and refund of any remaining pre-paid Tuition Fees for that Course.

For students who have Multiple Course Enrolment at the time they accept the Offer with Griffith English Language Institute, the subsequent course(s) cancellation fee will be calculated based on when the written notice of cancellation is received prior to the subsequent course(s) start date, as outlined above and applying to future Course start dates.

For students who provide Griffith English Language Institute with a written notice of cancellation on or after their Initial Course start date, there is no refund to their Current Course except where Griffith English Language Institute ceases to provide the Course. If they are on an instalment payment plan, they are required to pay any outstanding fees pertaining to the remaining duration of their Current Course.

For students whose initial course start date has passed and have a Multiple Course Enrolment at the time they accept the Offer with Griffith English Language Institute, if they provide Griffith English Language Institute with a written notice of cancellation at least eight weeks prior to their subsequent course's start date, Griffith English Language Institute will not charge any cancellation fee and refund any pre-paid Tuition Fees for that subsequent course.

For students whose initial course start date has passed and have a Multiple Course Enrolment at the time they accept the Offer with Griffith English Language Institute, if they provide Griffith English Language Institute with a written notice of cancellation less than eight weeks but more than four weeks

prior to their subsequent course(s)' start date, Griffith English Language Institute will charge a 20 percent cancellation fee of the subsequent course's fees and refund any remaining pre-paid Tuition Fees for the subsequent course.

For students whose initial course start date has passed and have a Multiple Course Enrolment at the time they accept the Offer with Griffith English Language Institute, if they provide Griffith English Language Institute with a written notice of cancellation less than four weeks prior to their subsequent course's start date, Griffith English Language Institute will charge a 40 percent cancellation fee and refund any remaining pre-paid Tuition Fees for the subsequent course.

Each subsequent course's cancellation fee will be calculated based on when the written notice of cancellation is received prior to the individual subsequent course's start date.

Students who are on instalment payment plan are required to pay the difference of the total cancellation fee amount, if the pre-paid Tuition Fees amount is less than the cancellation fee.

For students whose visa application is denied causing them to fail to start their Initial Course, a full refund of all pre-paid Course Fees, less A\$500 or five percent of the total amount of pre-paid fees received for the Course (whichever is the lesser) will be made.

For students whose visa application is denied after they start their Initial Course which causes them to withdraw from their remaining Course duration, a full refund of all pre-paid remaining Tuition Fees will be made. The remaining Course duration is calculated from the following week of either the requested course end date or the day Griffith English Language Institute receives the written cancellation notification. Students who are on an instalment payment plan must pay the Fees pertaining to the accessed Course duration that are owed.

For visa refusal cancellation, a copy of the Australian visa refusal letter must be provided. Where the visa refusal decision is being appealed, students can continue studies until there is an outcome to their appeal. A copy of the appeal submission confirmation must be provided as evidence.

If students are cancelling their remaining course due to an unsuccessful appeal outcome, the appeal outcome letter must also be provided as evidence.

Should Griffith English Language Institute cease to provide a Course to which the student is enrolled in, and is unable to offer the student an alternative course that is acceptable to them, a refund of the tuition fee will be processed for the weeks where the Course cannot be accessed by the student. If Griffith English Language Institute is unable to provide a refund or place a student in an alternative program, they will be protected by the Tuition Protection Service (TPS). The TPS will attempt to place a student in a suitable alternative program or, if this is not possible, they will be eligible for a refund. For more information, please visit <https://tps.gov.au>.

Approval for a course fee refund is at the sole discretion of Griffith English Language Institute. Students must provide Griffith English Language Institute with documented evidence in support of their application for refund as required by Griffith English Language Institute. For the purposes of this policy, evidence means documents or other material which would satisfy a reasonable person that the claim and/or the circumstances appealed to are genuine. Examples of evidence are medical certificates, a flight ticket confirming that the applicant is leaving Australia, evidence of visa withdrawal, and any other documents that Griffith English Language Institute deems necessary.

Refund will be made to the originating payer via the same payment method. Where payment is received from the nominated agent representative, the refund will be made to the agent.

Any paid credit remaining on the student account after the student's enrolment has been deferred or postponed and the student did not return to complete the program by the credit expiry date will be forfeited.

Students who are requesting a cancellation of their course as they are planning to move to another registered provider will need to meet the requirements of Griffith English Language Institute's Conditions of enrolment section 1.2. For more information, refer to [Policy and Procedure Transfer Between Registered Providers](#).

Students can appeal the decision made under this policy within 20 working days from the receipt of the outcome in accordance with the [Griffith English Language Institute Complaints Handling and Appeals Policy and Procedure](#).

3. Procedure

Students who are requesting for a refund prior to commencing their initial course with Griffith English Language Institute need to request for the refund in writing to Griffith English Language Institute admissions via email to admissions@navitasenglish.com. In addition, they need to also provide the relevant supporting document(s) or evidence. For refunds requested due to visa refusal, a copy of the Australian visa refusal letter must be supplied at the time of refund request. Should the refund be approved, the refund request form (before course commencement/pre-arrival) and the refund detail spreadsheet will need to be completed.

Students who are requesting for a refund after commencing their initial course with Griffith English Language Institute need to consult with the Academic and/or Student Services team prior to requesting the refund. Students need to submit the refund request in writing, along with the relevant supporting document or evidence. Should the refund be approved, a completed refund request form (after course commencement/post-arrival) and the refund detail spreadsheet will need to be completed.

The Griffith English Language Institute admissions team will advise the outcome in writing within 10 working days from receipt of the application. All refunds will be paid within four (4) weeks of refund approval notification to the originating payer via the same payment method.

Where needed, Griffith English Language Institute will action the e-COE reporting in PRISMS accordingly.

4. Responsibilities

Admissions Manager (AM) is responsible for:

- Overall guidelines on refund
- Assessing refund requests in accordance with the policy and procedure
- Authoritative decisions on refund requests

Centre Manager-Director of Studies are responsible for:

- Monitoring and proper application of the policy and procedure
- Interviewing student and contacting agent (if required, in consultation with relevant

Recruitment Manager)

- Providing detailed information to the admissions team as described in relevant Policy and Procedure

Admissions team are responsible for:

- Proper application of the policy and procedure
- Processing refund requests in accordance with the Griffith English Language Institute policy and procedure
- Recording the e-COE variation in PRISMS under delegated authority from the Principal Executive Office (PEO) as required

5. Definitions

Course Fees	Tuition and non-tuition fees (if any) received by Griffith English Language Institute in respect of the student's enrolment
e-COE	Electronic Confirmation of Enrolment
PRISMS	Provider Registration and International Student Management
Students	Overseas applicant studying with Griffith English Language Institute. Where the applicant is under 18 years old, it includes the parent/legal guardian of the overseas student

6. Review

The next scheduled review of this document is listed in the Version Control section on Page 1.

7. Related documents

- Pre-arrival Refund Request Form
- Post-arrival Refund Request Form
- Policy and Procedure Complaints Handling and Appeals
- Policy and Procedure Under 18 Students
- Policy and Procedure Transfer Between Registered Providers