

Refund Procedures

1. The Applicant confirms that all the information provided in this application is complete and correct.
2. The Applicant agrees to be bound by the National Theatre rules and regulations in force from time to time and otherwise to follow acceptable codes of behaviour, attendance and academic performance and show a concern for other students.
3. The application fee of \$250 is due after the written agreement is signed and returned. In the case of a visa being refused, 5% of the application fee will be refunded. Student tuition fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.
4. Refund applications must be made in writing to the Administrator. Refunds will be refunded within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

4.1. Tuition Fee

- Visa refused
100% refund of tuition fees
- Withdrawal notified in writing and received by the National theatre Ballet 28 days or more prior to semester commencement
70% refund of tuition fees
- Withdrawal notified in writing and received by the National Theatre Ballet less than 28 days prior to semester commencement and before the commencement date
60% refund of tuition fees
- Withdrawals notified in writing and received by the National Theatre Ballet on the commencement date or after the semester commences
No refund of current semester tuition fees.

5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
6. In the unlikely event that the National Theatre Ballet School is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Theatre at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Theatre is unable to provide a refund or place you in an alternative course our Tuition Protection Scheme (TPS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
7. Fees not listed in the refund section (part 4) are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the one year course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.
8. Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Theatre. The Theatre may decide to

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ACN 007 306 283
Private Provider 489
CRICOS Provider Code 01551E
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suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DIAC and may affect the status of a student visa.

9. Students must notify the Administrator of changes of address, telephone number, email address and fax number immediately they occur. Failure to do this may mean student do not receive important information which may affect their course, their enrolment or the visa.

10. Students must attend all classes required for the course. Failure to attend at least 90% of classes will result in Immigration Department being informed of such failure. In any case, students must provide Medical Certificates to support absences caused by illness. Absences with extenuating circumstances must be explained and documented.

11. Students must take out appropriate health insurance with Australian Health Management for the duration of their stay in Australia as a student.

Student declaration

I understand the terms of this Contract and the refund conditions and confirm that I have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at the Theatre. Information is collected on this form and during your enrolment in order to meet the Theatre obligations under the ESOS Act and the National Code 2007; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Applicant Signature Date / /

Parent/Guardian (if under 18) Date / /

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All sections of this document constitute the written agreement between the student and Provider Legal Name