

ISCA Student Refund Policy

Note: This policy is subject to change from time to time. Please check all ISCA Policies on a regular basis for updates.

Reviewed 12 September 2019

1. Students unable to commence Homestay due to visa refusal will be refunded all non-tuition fees paid in advance.
2. Students must provide a minimum of (2) two weeks written notice of intention to depart homestay. The date on the School's approval form to depart homestay is considered the commencement of the (2) two weeks written notice. If the required notice is not provided, monies will be deducted from the refund total. All belongings must be removed upon departure from homestay.
3. Any outstanding fees owed to ISCA will be deducted prior to issuing a refund.
4. Upon request, refunds will be processed after departure date from Homestay upon the receipt of a parent/guardian signed ISCA Refund Form. Administration Fee AU\$75.00 will be deducted from refunds.
5. Placement and Airport/Transfer Fees are non-refundable for students already in Homestay.
6. Upon receiving ISCA Refund Form with appropriate bank details, refunds (if eligible) will be processed within 30 days from date of student's departure from Homestay.
7. All approved refunds to be deposited into an Australian bank account. No cash refunds processed. If no Australian bank account, refunds to an International bank account via direct debit will be made. International direct debits incur a service charge of AU\$30.00 to be deducted from the refund total.
8. Upon request, adjustments for students returning home for Easter, June/July and September school holidays will be calculated and adjustments made to the following semester invoice. Students must submit a signed and school approved Holiday Form to the International Student Co-ordinator (2) two weeks prior to commencement of the holiday period to be eligible for Holiday fee adjustments. Any adjustment must be requested prior to the following invoice period.
9. Upon request, adjustments for students returning home on Medical Leave will be calculated and adjustments made to the following semester invoice. Students must make a written request via email. Any adjustment must be requested prior to the following Semester invoice period.
10. No refund of unused portion of Homestay fees where a student's enrolment has been cancelled by the school or breaches the ISCA Student Code of Conduct receiving a warning on (2) two or more occasions.