



Screenwise Pty Ltd T/A Screenwise Film & TV School For Actors
Ground Floor, 84-86 Mary Street, Surry Hills, NSW, 2010
Ph +61 2 9281 4484 Fax +61 2 9281 4482
info@screenwise.com.au www.screenwise.com.au
ABN 18 106 187 606 RTO Provider Code 91699

Refund Policy

REFUNDS

Screenwise refund conditions:

- (a) Course fees, minus a processing fee (\$250), will be refunded to international applicants not granted a visa. Application for a refund must be made in writing, by the applicant to the General Manager of Screenwise, within 14 days of notification. The letter should include copies of any documentation received from the Australian Embassy to confirm the refusal of the visa;
- (b) If a student withdraws enrolment 21 days or more before the commencement date of the Course the Deposit will be forfeited to Screenwise;
- (c) If a student withdraws enrolment less than 21 days before the commencement date the student will remain liable for the total Course fees, and no refund will be given; except under compassionate and compelling circumstances (such as illness) and will be considered on a case-by-case basis.
- (d) If a student does not commence a Course on the notified date, the student remains liable for the total Course fees, and no refund will be given; except under compassionate and compelling circumstances (such as illness) and will be considered on a case-by-case basis.
- (e) Where a student does not complete a Course, the student will remain liable for the total Course fees, and no refund will be given; except under compassionate and compelling circumstances (such as illness) and will be considered on a case-by-case basis.
- (f) Tuition fees will not be refunded after a student has commenced a Course; except under compassionate and compelling circumstances (such as illness) and will be considered on a case-by-case basis.
- (g) In accordance with the ESOS Act 2000 and ESOS Regulations 2001, should Screenwise default an alternative course will be arranged at another recognised and approved institution, or a refund will be provided through Screenwise Pty Ltd's Tuition Assurance Schemes. A bank guarantee is held for prepaid fees of Domestic Students and the TPS will cover any International Student Fees prepaid fees. Monies are refundable within 14 days;
- (h) Student Default. No refund will be made if a student has:
- given false or misleading information
 - fails to comply with the conditions of enrolment at Screenwise
 - is in breach of their visa requirements as imposed by the Australian Government
- (i) Where refunds meet the above criteria, the amount refunded will be placed into the student's bank account in their country of origin;
- (j) Any request for refunds under compassionate and compelling circumstances (such as illness) must be put in writing to the General Manager and will be considered on a case-by-case basis.
- (k) The student agreement, and the availability of complaints and appeals processes, does not remove the right to take further action under Australia's consumer protection laws and the student has the right to pursue other legal remedies.

Publication

This *Refund Policy* will be made available to Students enrolled with Screenwise Pty Ltd through publication on the website www.screenwise.com.au and the student handbook.

This *Refund Policy* was agreed to and ratified by Screenwise Pty Ltd relevant governing body on 24th January, 2020.

Screenwise Pty Ltd
Version 1.1 January 2020