



Refund Policy

All requests for a refund should be submitted in writing with supporting documentation to the administration manager at West Coast International College of English as soon as possible.

Refunds will be paid within 4 weeks if the student withdraws or 2 weeks if West Coast College is responsible for the cancellation. Refunds will be made payable to the student by cheque or bank transfer. Students will receive a letter outlining the amount of the refund and how this refund was determined. The tuition registration fee is non-refundable. The 10% deposit and balance of tuition fees is refundable in the manner and circumstances outlined.

Tuition Course 10 Weeks of Less

You are not accepted into the course	All monies refunded minus an administrative fee of up to \$230
Your application for a visa is unsuccessful and you have notified West Coast College of this and provided documentation before the course start date	If the course has not commenced, all monies refunded minus an administrative fee of up to \$230; If the course has commenced, all monies minus an administrative fee of up to \$230 and minus the proportion of the course the student had attended before notification.
Your visa is cancelled because you seriously breach either the visa conditions or the institution's rules after course commencement.	No refund of monies
West Coast College withdraws the offer of a place before the course start date	All monies refunded minus an administrative fee of up to \$230. If offer had been based on incorrect information from you, an administrative fee of up to \$600 would be incurred.
West Coast College cancels the course before the course has commenced	All monies refunded minus an administrative fee of \$230
You withdraw from the course more than 10 weeks before the start date	All monies refunded minus an administrative fee of 10% or \$100 (whichever is the lesser amount).
You withdraw between 4 and 10 weeks before the course start date	70% of monies refunded
You withdraw 4 weeks or less before the course start date	No refund of monies

Tuition Course More Than 10 Weeks

Refunds are based on 20 week semesters, for example a student enrolled for 30 weeks who withdrew 5 weeks before the course would receive a refund for 24 weeks (refund of 70% for 20 weeks, plus full refund for 10 weeks).

You are not accepted into the course	All monies refunded minus an administrative fee of up to \$230
Your application for a visa is unsuccessful and you have notified West Coast College of this and provided documentation before the course start date	If the course has not commenced, all monies refunded minus an administrative fee of up to \$230; If the course has commenced, all monies minus an administrative fee of up to \$230 and minus the proportion of the course the student had attended before notification.
Your visa is cancelled because you seriously breach either the visa conditions or the institution's rules after course commencement.	No refund of monies and not less than 40% of fees for any subsequent semester.
West Coast College withdraws the offer of a place before the course start date	All monies refunded minus an administrative fee of up to \$230. If offer had been based on incorrect information from you, an administrative fee of up to \$600 would be incurred.
West Coast College cancels the course before the course has commenced	All monies refunded minus an administrative fee of \$230
You withdraw from the course more than 10 weeks before the start date	All monies refunded minus an administrative fee of 10% or \$100 (whichever is the lesser amount).
You withdraw between 4 and 10 weeks before the course start date	70% of monies refunded
You withdraw 4 weeks or less before the course start date	40% of monies refunded minus an administrative fee of 10% or \$100 (whichever is the lesser amount)
Your withdraw during the first 4 weeks of the course	30% of monies refunded minus an administrative fee of 10% or \$100 (whichever is the lesser amount)
You withdraw after the first 4 weeks of the course	No refund of monies

'Dolphins & English' English Plus Dolphin Discovery Assistance Programs

You withdraw more than 7 days before the start date	DDAP Registration Fee not refunded. Other monies refunded in full.
You withdraw between 7 days and 48 hours before the start date	DDAP Registration Fee not refunded + 25% cancellation fee if applicable
You withdraw 48 hours before the start date	No refund of monies
You do not attend DDAP for any reason	No refund of monies

In the unlikely event that West Coast International College of English 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 West Coast International College of English 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 West Coast International College of English is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) WAPETIA will place you in a suitable alternative course at no extra cost to you. Finally, if WAPETIA cannot 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.

The Refund Policy is the minimum refund given. However, the administration manager of West Coast International College of English makes case-by-case decisions regarding refunds based on the reasons given for absence or withdrawal and can decide to increase a student's refund amount accordingly. This agreement does not remove the right to take further action under Australia's consumer protection laws.

Refunds for Accommodation Fees are outlined in the Accommodation Application Form.