

Temporary Resident Program (TRP) - Refund Policy

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1. Purpose

This policy outlines the eligibility, obligations and process for a temporary resident fee-paying visa holder to apply for a refund of tuition fees.

This policy also outlines Government Education and Training International's (GETI's) responsibilities associated with processing (and assessing) the request.

Note: GETI is the business unit within Department of Education (DoE) responsible for administering the Temporary Resident Program (TRP).

2. Policy Statement

This Policy details the criteria and evidence used to approve a TRP tuition fee refund and sets out the process for GETI to follow when in receipt of such a request.

GETI Finance will consider and assess all requests using the following considerations:

- Consider the evidence and recommendation;
- Make a decision to accept or decline the request;
- Approve or decline the request.

3. Requirements

Refund requests must be submitted within six months of:

- the last day of enrolment at a Tasmanian Government School (as per the student's school enrolment record); or
- the granting of a fee exempt visa or Permanent Residency.

All approved refunds will be paid to the student's parents/guardians bank account unless an alternative has been requested by the parents/guardians in writing, and with a copy of this request being received by GETI.

Note: DoE Finance do not authorise any refunds to be paid by credit card.

Calculation of Refund

Temporary residents may be entitled to a refund of the tuition fee where:

- The student's visa category changes, or
- The student's visa application for travel to Australia is rejected, or
- An enrolled student leaves school before the expiry of their paid period of enrolment.

The refund amount will be calculated by weeks, where the amount payable will be calculated from the start date of the term to the end of the week of the visa change or last day of enrolment. The remaining balance may be refunded.

In the case where a refund is requested, and an outstanding debt remains for a sibling (or related person) GETI has the discretion to apply the refund to that debt and distribute the remaining monies (if any) to the applicant.

In the case of rejected visa or compassionate and compelling circumstances full tuition fees may be refunded.

Where a student ceases enrolment in a Tasmanian Government school, the parent or guardian must provide at least one week's notice in writing to the Temporary Residents Program. If the appropriate notice is not provided,

the refund will be considered from the last day of enrolment (as per the student's school enrolment record) plus one week.

The application fee is non-refundable. For instances where the student applies and then does not commence, the application fee will be retained.

Documentary evidence to be included with application:

- Where the student is transferring to non-government school, a copy of acceptance letter from new school must accompany the application.
- Where the student has been granted permanent residency or now holds a fee exempt visa, a copy of the new visa from the Department of Home Affairs must accompany the application.
- Where a student's visa application is rejected a copy of the visa rejection letter to be submitted.

Payment of Refunds

- All approved refunds will be paid to the student's parents, unless an alternative has been requested by the parents in writing, and with a copy of this request being received by GETI.
- All refunds will be paid within 20 working days upon receipt of all required documentation.
- If fees have not been paid in full at the time of withdrawal, outstanding instalments may still be payable.

4. Related procedures

- Temporary Resident Program Refund Process (TBC)

5. Supporting information/tools

[Visas at a Glance](#)

[Temporary Resident Program Student Application Form](#)

[Temporary Resident Program Request for Refund Form](#)

6. Definitions

Dependent – For the purposes of this policy, a dependent is a school-aged child attending a Tasmanian Government School in Kindergarten to Year 12.

DoE- Department of Education

GETI- Government Education Training International

Temporary Resident- A person residing in Tasmania on a Temporary visa.

TRP – Temporary Resident Program is an application-based program run by Government Education Training International for the purpose of enrolling dependents of temporary visa holders, in government schools.

7. Legislation

[Education Services for Overseas Students Act](#)

Migration Act 1958

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Education Act 2016 – 138. Fees, levies and charges relating to attendance at State school

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