

 <p>ACT German Language School Inc.</p> <p>ACT German Language School PO Box 3117 - Manuka ACT 2603</p>	<h2 style="text-align: center;">Fees and Refund Policy</h2> <p style="text-align: center;">Last updated August 2020</p>
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Purpose

This policy outlines the refund policy and procedures of the ACT German Language School Inc. (GLS) in the event that a student is unable to attend classes, exams or exam workshop, after payment of fees.

Enrolment to Classes

Fees for our classes are available on the [GLS website](#) and in enrolment forms. The semester fee must be paid in full prior to the first lesson. If a student has not paid the semester fee by the second lesson, the GLS reserves the right to withdraw the student from classes unless a different financial arrangement was negotiated prior to classes commencing.

For each student or parent of a student who has enrolled and paid the semester fee in full (or, if approved, by instalments), times, dates and location of classes will be provided prior to the first lesson. Text books for each level will be pre-ordered for the student by GLS and supplied at the first lesson of each semester, or as soon as possible in the event of an unforeseen delay to supply.

If a student or parent of a student is experiencing financial hardship, the GLS may consider each case on its merit and arrange a payment plan as agreed between the GLS and the student. This decision will be made by the Adult Coordinator or Children's Principal in consultation with the GLS Treasurer.

If a student's behaviour is not consistent with the GLS Expected Behaviours Policy published on the ACT GLS website, the Adult Coordinator/Children's Principal reserves the right to expel students from class. Any classes not attended will be refunded after a \$15 administration fee has been deducted.

Refunds for Adult Division classes

- If a student withdraws from the program before the start of classes, a full refund of fees, less a \$15 administration fee, will apply.
- Under special circumstances, GLS will consider a partial refund when a student is unable to continue lessons due to injury, illness or other personal reasons. These will

be considered on an individual basis by the Adult Coordinator and a proportion of the fee will be refunded for classes not attended.

- If a student withdraws from the program within two weeks of the commencement of semester classes, the refund will be the applicable semester fee less 20%, plus an additional administration fee of \$15.
- If a student withdraws more than two weeks after the commencement of the semester classes, no refund will be made.

Refunds for Children's Division classes

- If a student withdraws from the program before the start of classes, a full refund of fees, less a \$15 administration fee, will apply.
- Under special circumstances, GLS will consider a partial refund for unattended classes when a student is unable to continue lessons due to injury, illness or other personal reasons. These will be considered on an individual basis by the Children's Principal and a proportion of the fee will be refunded for classes not attended.
- Children new to the school are entitled to a free initial trial lesson. If the child continues classes, fees must be paid in full prior to attending the next class.

Exams and Exam Workshops

Exams certified by the Goethe Institut are offered through GLS at the end of each calendar year (normally early December) for those students who wish to take them. Exam fees are advertised on the [Goethe Institut Australien website](#) and must be paid in advance of attending an exam. If you have enrolled and paid for but cannot attend the exam, your fee will be refunded. Refunds do not apply if a student fails an exam.

The GLS offers two, optional three hour exam workshops for those students electing to sit a Goethe Institut exam. The workshops help prepare the student for the exam. If you have enrolled and paid for a workshop, but cannot attend the exam, your fee will be refunded, less a \$15 administration fee. Refunds do not apply if a student attends the workshops but elects not to sit an exam.

Refund Procedure

All refunds will be made within 7-10 days of agreement and following provision of the student's correct BSB and Account Number.

Review

This policy will be reviewed by the GLS' Management Committee, at least every three years, or more frequently in response to feedback, changed circumstances or legislative changes.