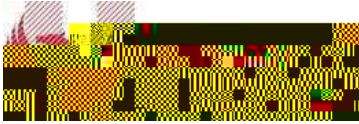
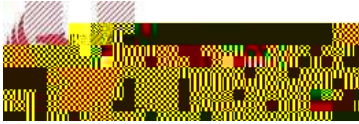
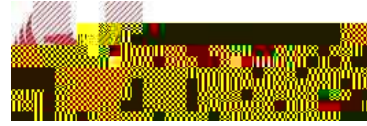


This policy is applicable to prospective students and students enrolled in the Oxford House (OHC) courses

This Policy and Procedure is in place to ensure that OHC provides prospective and enrolled students with clear and transparent information about refunds







Overseas Student Health Cover (OSHC) refunds

- 58** Students who do not commence their course at OHC will be eligible for a complete refund of OSHC fees paid if OHC has not sent the payment to the OSHC provider.
- 59** If OHC has sent the payment to the OSHC provider; students will be responsible for contacting the OSHC provider directly to claim a refund.
- 61** If a refund application is unsuccessful, students will be advised in writing of the outcome and their opportunity to apply for a Review of a Decision.
- 62** The seeking of a review of a decision does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies (refer to OHC's Complaints and Appeals Policy and Procedure).