

REFUND APPLICATION FORM

This form must be used to apply for a refund of your tuition fees. It can be lodged in person at the college or posted to: SCSB Level 3, 531 George Street Sydney NSW 2000 Australia.

Processing time is 6 weeks from the date of receipt

Please Note: Fees refunds will be provided in accordance with SCSB Student Refund Policy & Procedure (please see overleaf)

- ☐ You should read the policy carefully to establish your eligibility for Fee refund
- ☐ If your Application is approved, funds would be electronically refunded to the person from whom they were received or the agent nominated in the Refund Payment details section of this form
- ☐ In order for your refund to be considered, you must complete all the sections below and attach required documents relevant to your application.

Personal Details

Family Name		Gender	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Given Name				
Address		Post code:	State:	
Student ID no.		Group		
Email		Phone:		
Course				

Note: If you change your address during the period, please notify the college immediately.

Reason for Refund

- ☐ Withdrawal from the Course
 - ☐ Visa Refusal
 - ☐ Cancellation of Enrolment
 - ☐ Student Overpaid
 - ☐ SCSB cancels program or unable to provide the program (Provider Default)
 - ☐ Others (please specify)
-

Refund will **ONLY** be given to the person / agency from whom fees was initially received.

Details of the Person/ Agency receiving refund

Name:	
Bank Details: BSB: Account no.	
Address:	Country:
Post Code:	State:
Email:	Phone:

Refund Policy

1. Purpose

This policy outlines Southern Cross School of Business (SCSB)'s policy on refund of course tuition fees, where a student does not complete his/her course, partially or fully.

2. Scope

This policy applies to all students at SCSB both commencing and continuing students, unless stated otherwise.

3. Policy Statement

SCSB is committed to ensuring fair and reasonable refund practices and will implement and maintain a process for fair and reasonable refund of fees paid. Students will be provided refunds for tuition fees paid, where training and assessment activities have not been delivered.

4. Background

SCSB, under the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2017* must have in place a Refund Policy which needs to be provided to the prospective international students in Australia before formalization of their enrolment.

5. Policy Principles

- 5.1 If an applicant accepts a place offered in a course by SCSB and has paid the applicable fees, a binding contract is created between the student and SCSB.
- 5.2 Notification of withdrawal from a course of study must be made in writing to SCSB addressing to the Principal. The cancellation fee will be calculated as shown in the Schedule 'A'.

- 5.3 All fees paid including any course fees collected by education agents on behalf of SCSB except the non-refundable enrolment fee paid to the agent and administration fee payable to SCSB in case of refund, are subject to this Refund Policy.
- 5.4 Where a visa renewal is rejected due to a breach in student visa conditions, student must withdraw from SCSB. Course cancellation fee will be calculated as shown in Schedule 'A'.
- 5.5 SCSB reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enroll in a similar course at SCSB and the enrolment is cancelled, all fees paid will be refunded.
- 5.6 In the unlikely event that SCSB is unable to deliver a course in full (provider default), the students will be offered a refund of all the tuition fees they have paid to date. The refund will be paid to the students within six (6) weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by SCSB at no extra cost to them. The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, SCSB will ask them to sign a document to indicate that they accept the placement.
- 5.7 All refunds (apart from provider defaults) under this Policy will be paid within six (6) weeks after receiving completed Refund Application Form with supporting documentation from the student.
- 5.8 If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the Principal.
- 5.9 Refunds will be made in Australian dollars and SCSB reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.
- 5.10 Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees on behalf of the student.
- 5.11 All communication regarding the refund will be done with the student or agent only and not any relative or associate of the student.

6. Procedures for Claiming Refunds

- 6.1 Students seeking refund will need to complete the 'Refund Application Form'. The Refund Application Form can be downloaded from SCSB's website or collected from either campus of SCSB.
- 6.2 Completed Refund Application Form must be submitted, with any supportive evidence, to SCSB's Reception. Alternatively, the Refund Application Form can be emailed to SCSB via: info@scsb.nsw.edu.au.
- 6.3 Once the completed Refund Application Form is received by SCSB, it will be forwarded to Student Support Manager for assessment and processing.
- 6.4 If eligible, refunds will be processed within six (6) weeks of the receipt of the Refund Application Form.
- 6.5 In the event of an unsuccessful outcome or if the student is not eligible for a refund, students may appeal against SCSB's decision accessing the SCSB's Complaints and Appeals Policy.

STUDENT DECLARATION

I hereby affirm the information provided within this form to be true and accurate. I have read and understood the refund policy and that all payments from this time on will be paid according to this information. If any changes need to be made, I will inform SCSB of these changes in writing.

Student Name: _____

Student Signature: _____

Date: _____

OFFICE USE ONLY

Application Approved: Yes ☐ No ☐

Comments:

Actioned by: _____
Head of Finance

Electronic Funds Transfer Date:

Total amount AUD\$:

Deductions AUD\$:

Amount refunded AUD\$:

SCHEDULE 'A'	
Refund Application Condition	SCSB Policy Principal
Written notice of withdrawal provided at least four (4) weeks prior to course commencement	Paid tuition fees refunded, less \$250 administration fee, less any enrolment fee paid to the agent.
Written notice of withdrawal provided less than four (4) weeks prior to course commencement	Refund equal to 50% of the paid tuition fees. The non-tuition fees including \$250 administration fee and any enrolment fee paid to the agent are exempted from the refund amount.
Visa refusal which caused the student's failure to start the course before the course commencement	Paid tuition fees refunded, less \$250 administration fee, less any enrolment fee paid to the agent
If a student's visa application is rejected after the student has commenced the course	The refund amount calculated will be the weekly tuition fee times the weeks in default period. The non-tuition fees including administration and enrolment fees are exempted from the refund amount.
Where a student provides written notice of withdrawal prior or during the new term	The refund amount calculated will be the weekly tuition fee times the weeks in default period. The non-tuition fees including administration and enrolment fees are exempted from the refund amount.
Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course	No refund of the \$250 administration fee and any enrolment fee paid to the agent plus the first term fee. The subsequent terms paid in advance will be refunded.
SCSB cancels the course prior to course commencement	All fees paid to SCSB, less \$250 administration fee and any enrolment fee paid to the agent, will be refunded.
SCSB refuses to continue the student in the course because of student misbehavior, breached visa conditions, failure to pay outstanding fees	No refund of the \$250 administration fee, less any enrolment fee paid to the agent and current term fee. The subsequent terms and/or courses tuition fees paid in advance will not be refunded.

SCSB cancels a course before its expected end date	<p>In the unlikely event of the SCSB's default of a course, students will be offered with two options:</p> <p>1) Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period less any enrolment fee paid to the agent; or</p> <p>2) Alternative Course Arrangement: Students can be offered an alternative course at SCSB with no extra charge.</p> <p>Students will have the right to choose one of the above options.</p>
Students who are not eligible for a refund	<p>Where SCSB terminates the student's enrolment, because of a failure to comply with SCSB policies,</p> <ul style="list-style-type: none"> i. misbehavior or unsatisfactory course progress or attendance ii. If a student's visa is cancelled during a study period iii. If the student withdraws from a course after the course start date iv. If SCSB makes an offer and the student provides incorrect, misleading or incomplete information, the offer will be withdrawn, and no refund will be payable
Overseas student refunds are calculated based on the amount received from the student's education agent.	