



## **Refund Policy**



# 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 only. No refund is applicable for any non-tuition fee paid by the student including enrolment fee, material fee etc.

## 4. Background

SCSB, under the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018* 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 by signing the relevant offer letter or agreement 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 and by attaching all relevant evidence. The cancellation fee will be calculated as shown in the Schedule 'A'.
- 5.3. If a student applies for cancellation due to inability to provide required additional evidence as part of a conditional offer letter, it will be considered as student withdrawal application for refund processing purposes. For calculations, see Schedule 'A'.
- 5.4. All tuition fees paid including fees collected by education agents on behalf of SCSB except all the non-tuition fees are subject to this Refund Policy.
- 5.5. 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'.



- 5.6. 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.
- 5.7. In the unlikely event that SCSB is unable to deliver a course in full/ partial (provider default), the students will be offered a refund of pro-rata of the course 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.
- 5.8. All refunds under this Policy will be paid within six (6) weeks after receiving completed Refund Application Form with supporting documentation from the student.
- 5.9. If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the Principal.
- 5.10. Refunds will be made in Australian dollars and SCSB reserves the right to make refunds payable in the country of origin.
- 5.11. Were 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.
- 5.12. All communication regarding the refund will be done with the student or agent only and not any relative or associate of the student.
- 5.13. Refund of all amounts will be provided to student agent only if the fee payment was provided to the agent rather than SCSB by 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: [admin@scsb.nsw.edu.au](mailto:admin@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.



<b>SCHEDULE 'A'</b>	
<b>Refund Application Condition</b>	<b>SCSB Policy Principal</b>
<b>Student Withdrawal</b>	
Written notice of withdrawal provided at least six (6) weeks prior to course commencement	Full refund of Paid tuition fees, less \$250 administration fee, less material fees if applicable
Written notice of withdrawal provided less than six (6) weeks prior to course commencement	Refund equal to 50% of the paid tuition fees less \$250 administration fee, less material fees if applicable
Where a student provides written notice of withdrawal after commencement of course	No refund is applicable.
Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course	No refund is applicable.
<b>Student Visa Refusal</b>	
The situation where a student's visa application is refused before the student was able to start their course on course commencement and the student has advised the School and applies for refund at least four (4) weeks prior to course commencement.	<p>The refund amount will be calculated as below:</p> <ol style="list-style-type: none"> <li>1. The administration fee of \$250 + any enrolment fees given to the agent is non-refundable;</li> <li>2. The total course fee other than the Enrolment + Administration fee (tuition and non-tuition fee) minus the lesser of the following will be refunded: <ol style="list-style-type: none"> <li>i. 5% of the amount of course fees received by the provider before the default day, or</li> <li>ii. \$500</li> </ol> </li> </ol>
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.



<b>Provider Default</b>	
SCSB cancels the course prior to course commencement	All fees paid to SCSB will be refunded including non-tuition fees.
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 tuition fee refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period; 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>
<b>Other Withdrawals</b>	
SCSB refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay outstanding fees	<p>No refund for current term fees.</p> <p>The subsequent terms and/or courses tuition fees paid in advance will be refunded.</p>



## Document and Version Control

<b>Version</b>	1. 7
<b>Date Effective</b>	7 <sup>th</sup> January 2019
<b>Review</b>	This Policy will be reviewed in accordance with the SCSB's Policy Review Schedule.
<b>Approved By</b>	Principal
<b>Approval Date</b>	1 <sup>st</sup> November 2018
<b>Policy Owner</b>	Southern Cross School of Business
<b>Policy contact</b>	Principal
<b>Related Standard</b>	National Code 2018 Part D, Standard 3
<b>Related Documents</b>	The ESOS Legislative Framework
<b>References</b>	<a href="#">National Code 2018</a> <a href="#">Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014</a>