

## Southern Cross School of Business (SCSB) 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 reception or via email to [admin@scsb.nsw.edu.au](mailto:admin@scsb.nsw.edu.au).

**Processing time is 4 weeks from the date of receipt.**

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

- Please read the Refund Policy carefully to establish your eligibility for refund.
- If your Application is approved, funds would be electronically transferred to the person from whom they were received, or the agent nominated in the Refund Payment details section of this form.
- For your refund application form be considered, you must complete all the sections below and attach documents relevant to your application.

Personal Details			
Student ID		Date of Application	
Given Name(s)		Surname	
Phone (with country code)		Email	
Address			
Course			
<i>If applicant/student change their address during the period of refund application processing, they must notify the college immediately.</i>			
Refund Application Reason			
<input type="checkbox"/> Course Withdrawal	<input type="checkbox"/> Enrolment Cancellation	<input type="checkbox"/> Visa Refusal	<input type="checkbox"/> Overpaid Fees
<input type="checkbox"/> SCSB Cancelled a Course (Provider Default)		<input type="checkbox"/> Other Reason	
Please specify:			
Details of the person/agency receiving refund			
Name of Agency (if applicable)			
Australian Bank Details			
Account Name:			
Bank Name:			
BSB:		Account Number:	
Overseas Bank Details			
Account Name:			
Bank Name:		Branch Name:	
SWIFT Code:			

IFSC Code:			
Country of Bank:			
Overseas Address:		Postcode:	
<i>Refund will only be given to the person/agency from whom fees were initially received by SCSB. If the account holder's named is different from the student's name supporting documentation must be provided.</i>			

Student Declaration			
I hereby confirm that the information provided in this form is true and complete. I have read and understood SCSB Refund Policy and Procedure. I understand that the refund payment, if approved, will be made in accordance with the information provided in this form. If any changes need to be made, I will inform SCSB in writing.			
Signature		Date	

Office Use Only				
Date of Refund Form Received:		Is this refund application approved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date of Refund Processed:				
Amount Refunded:		Electronic Funds Transfer date:		
Actioned by:	Position:			
Signature:	Date:			
Approved by:	Position:			
Signature	Date:			

<b>SCHEDULE 'A'</b>	
<b>Refund Application Condition</b>	<b>SCSB Policy Principal</b>
Enrolment Fee- \$250.00	Non-refundable under any circumstance listed below.
Written notice of withdrawal provided at least 6-10 weeks prior to scheduled course start date.	<b>Refundable</b> <ul style="list-style-type: none"> <li>- 50% of the paid tuition Fees</li> </ul> <b>Non-Refundable:</b> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Applicable Material Fee</li> </ul>
Written notice of withdrawal provided within 1-4 weeks of scheduled course start date.	<b>Refundable:</b> <ul style="list-style-type: none"> <li>- None</li> </ul> <b>Non- Refundable:</b> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Applicable Material Fee</li> </ul>
Written notice of withdrawal provided 10 or more weeks before scheduled course start date.	<b>Refundable:</b> <ul style="list-style-type: none"> <li>- All pre-paid tuition fees</li> <li>- All pre-paid materials fees</li> </ul> <b>Non- Refundable:</b> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> </ul>
Written notice of withdrawal provided at least 1-5 weeks prior to scheduled course start date.	<b>Refundable:</b> <p>None</p> <b>Non- Refundable:</b> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> <li>- All pre-paid tuition fees.</li> </ul>
Visa refusal for offshore students which caused the student's failure to start the course before the course commencement.  Student advises the college and applies for refund via completing a refund application form and providing a proof of visa refusal from the Australian Government at least four	<b>Refundable:</b> <ul style="list-style-type: none"> <li>- 50% of the paid tuition fees.</li> </ul> <b>Non- Refundable:</b> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the</li> </ul>

(4) weeks prior to commencement.	<p>Agent</p> <ul style="list-style-type: none"> <li>- Applicable Material Fee</li> </ul>
<p>Visa refusal for offshore or onshore students due to submitting false/ fake or fraudulent documents which caused the student's failure to start the course any time before course commencement.</p>	<p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Tuition Fees</li> <li>- Material Fees</li> </ul> <p>SCSB reserves the right to report the student to the relevant government authorities</p>
<p>If a student's visa application is rejected or visa cancelled after the student has commenced the course</p>	<p><b>Refundable:</b></p> <p>The weekly tuition fee times the weeks in default period.</p> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> </ul>
<p>Where a student provides written notice of withdrawal 5 or more weeks of course commencement.</p>	<p><b>Refundable:</b></p> <p>The weekly tuition fee times the weeks in default period.</p> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> </ul>
<p>Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course.</p>	<p><b>Refundable:</b></p> <p>The weekly tuition fee from term 2 onwards where applicable.</p> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> </ul>

<p>Student defers the course due to compelling circumstances beyond the student's control.</p>	<p><b>Refundable:</b> None</p> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> <li>- All pre-paid tuition fees.</li> </ul>
<p>Student is granted Temporary Resident/ Permanent Resident Visa during a study period and student wishes to withdraw from the course.</p>	<p><b>Refundable:</b> None</p> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> <li>- All pre-paid tuition fees.</li> </ul>
<p>SCSB is unable to commence a course prior to the agreed start date.</p>	<p><b>Refundable:</b></p> <ul style="list-style-type: none"> <li>- Full tuition fees paid</li> <li>- Material Fees less</li> </ul> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> </ul>
<p>SCSB cancels the student's enrolment in the course because of student misconduct, breached visa conditions, failure to pay outstanding fees, Unsatisfactory Academic Progress.</p>	<p><b>Refundable:</b> None</p> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> <li>- All pre-paid tuition fees for current and subsequent terms.</li> </ul> <p>All unpaid tuition fees will need to be paid to SCSB.</p>
<p>SCSB cancels a course during study period.</p>	<p>In the unlikely event of the SCSB's default of a course, students will be offered with two options:</p> <p><b>I) Refund:</b></p> <p><b>Refundable:</b></p>

	<ul style="list-style-type: none"> <li>- The weekly tuition fee times the weeks in default period</li> </ul> <p><b>Non- Refundable:</b></p> <ul style="list-style-type: none"> <li>- \$250.00 Administration Fee</li> <li>- Enrolment Fee paid to the Agent</li> <li>- Material Fees</li> <li>- All pre-paid tuition fees for current and subsequent terms.</li> </ul> <p><b>2) Alternative Course Arrangement:</b> 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>
<p><i>Overseas student refunds are calculated based on the amount received from the student’s education agent. No request for refunded will be accepted 12 months after the payment was received by SCSB.</i></p>	