

## Purpose

Refund information provided to students is to be designed to ensure that all details relating to fees and charges are known prior to enrolment and comply with relevant legislation, regulations, and standards. This policy will result in a fair and equitable refund policy for students of Spring Hill College.

## Scope

This policy relates to students of Spring Hill College and applies to all staff and management of Spring Hill College.

## Policy Statement

Spring Hill College ensures that the Refund Policy adheres to the requirements of the Standards for Registered Training Organisation (RTO) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

In compliance with Standard 3, this policy administers the following institutional standards as part of Spring Hill College's operational and organisation standards:

- Spring Hill College's written agreements with the students contain the amounts that may or may not be repaid to the student.
- Spring Hill College's written agreements with students clearly state the process for students to make an application for a refund.
- Spring Hill College's written agreements contain a plain English explanation of what happens if a course is not delivered.
- Spring Hill College's written agreements contain the statement, "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

## Application

Refund of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees (or the equivalent amount taken out of paid tuition fees if the original enrolment fee was waived) are non-refundable under any circumstances, except in the unlikely circumstances where Spring Hill College is unable to provide the course.

## Refund policy

Refunds for international students are calculated in accordance with the ESOS framework.

Please carefully read the following information about refunds. Please carefully read the following information about refunds. This applies whether you paid the fees, or an education agent paid the fees and non-tuition fees on your behalf. All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course, either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within ten (10) working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form, which can be accessed from our office. This Form must be submitted within ten (10) working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid in Australian Dollars to you or the person or organisation who paid the course fees.

Under Australian Consumer Law, the refund policy does not remove your right to further action.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars unless the student provides permission in writing for funds to be transferred into a different account.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

Refunds of the fees will only be granted in accordance with the refund policy set out below:

## INTERNATIONAL STUDENT REFUNDS

Refunds of the fees will only be granted in accordance with the refund policy set out below:

CIRCUMSTANCE	REFUND DUE
Spring Hill College cancels course before commencement	Full refund of all fees.
Spring Hill College cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Spring Hill College has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to four (4) weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than four (4) weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for the full term are to be paid.
Student withdraws after commencement.	No refund. Fees for the full term are to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for the full term are to be paid.
Student breaches a visa condition.	No refund. Fees for the full term are to be paid.
The student has supplied incorrect or incomplete information, causing Spring Hill College to withdraw the course offered prior to commencement.	No refund. Fees for the full term are to be paid.
The student is refused a visa because they did not pay to start their course at the agreed location on the starting day, withdrew from their course with Spring Hill College, or did not pay the due amount.	No refund. Fees for the full term are to be paid.
The student is refused a visa and, therefore, does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less, whichever is the lower amount of 5% of the total fees or the sum of \$500.

The student is refused a visa and has already commenced their course.

The total amount of all course fees (tuition and any non-tuition fees) received or less, whichever is the lower amount of 5% of the total fees or the sum of \$500.

### DOMESTIC STUDENT REFUNDS

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

CIRCUMSTANCE	REFUND DUE
Spring Hill College cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the Spring Hill College (known as provider default).	Full refund of all fees.
Spring Hill College cancels course due to unforeseen circumstances, including a sanction being imposed on the Spring Hill College (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid
The student has supplied incorrect or incomplete information causing Spring Hill College to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

### Refund Procedure

Students must submit a completed Refund Application Form.

If your request for a refund is approved:

1. We'll let you know our decision in writing, along with any refund or adjustment notice.
2. All refund requests are to be authorised by the Campus Manager/ Authorised Officer, and applications are processed within twenty- (20) days of the application being received.
3. Refund requests are to be entered into the student management system, and copies of evidence are stored.