



## International Student Refund Policy

In the case of a student withdrawing from a course/education service, the requests for a refund must be made in writing using the International Student Application for Refund Form available on request and forwarded to below location together with all support documents:

SIA office  
Level 3, Flinders Lane  
Melbourne, VIC 3000

In all circumstances, the Application Fee and Commitment Fee are non-refundable.

A notice of withdrawal due to: illness or disability, death of a close family member (parent, sibling, spouse, child), political or civil event that prevents acquittal may be accepted as grounds for compassionate reason. Supporting evidence document must be provided.

SIA will give the student a statement that explains how the refund amount has been calculated. The refund (if any) will be paid within four weeks after receiving a written request with any attached necessary supporting documentation from the student.

Refund applications may include textbooks and stationery where refunds are being sought for education services that have not yet commenced.

In all refund instances where student has paid fees to SIA for Overseas Student Health Cover (OSHC), the student will need to apply to the relevant OSHC directly for a refund.

No refund will be granted in the case of visa being cancelled by the Australian Government Department responsible for visa processing for breach of visa conditions.

### **Visa application unsuccessful**

1. In the event that a student's visa application is unsuccessful before a Course/Education Service commences, notification in writing must be forwarded to SIA accompanied by supporting documentations (e.g. Visa Refusal Letter), all fees paid will be refunded less non-refundable fees.
2. In the event that a student's visa application is unsuccessful after the commencement of a Course/Education Service, all fees paid will be refunded less below fees,
  - (a) non-refundable fees;
  - (b) spent tuition fee based on the number of weeks within the default period;
  - (c) the cost of materials (books etc) issued to student.
3. Withdrawal of Student Visa Application does not constitute visa refusal. SIA may under certain circumstances assess refunds where visa application has been withdrawn in the same manner as visa application refusal, subject to approval from Admission Board, and upon evidence of visa application withdrawal from the Australian Government Department responsible for visa processing being provided.



### **Student withdraws from Course / Education Service**

4. If a student withdraws from Course/Education Service for any reason, student is liable for \$500 cancellation administrative fee.
5. If a student withdraws from Course/Education Service for any reason more than 10 weeks before commencement, student is liable for 10% of course fee of all the enrolled courses plus cancellation administrative fee.
6. If a student withdraws from Course/Education Service for any reason more than 4 weeks and up to 10 weeks before commencement, student is liable for 30% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.
7. If a student withdraws from Course/Education Service for any reason 4 weeks or less prior to commencement, student is liable for 60% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.
8. If a student withdraws from Course/Education Service for any reason during the first 4 weeks after commencement, student is liable for 70% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.
9. If a student withdraws from Course/Education Service for any reason after the fourth week of commencement, student is liable for 100% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.

### **SIA withdraws a student from a course (Student Default)**

10. If a student's enrolment is terminated by SIA for misconduct, breach of student regulations or non-compliance with student visa conditions, no refund of the current course fees paid will be made (refer to the Student Handbook for details of student regulations and what constitutes misconduct). If fees have been pre-paid for any subsequent courses, 40% of the next course's fees will be refunded and 100% of any following course's fees will be refunded within 4 weeks of the student being withdrawn.

### **SIA fails to provide a student's education service in full (Provider Default)**

11. In the event that SIA fails to provide the offered course to the student at the location on the agreed starting day or the course is terminated and not provided to the student at the location at any time after it starts but before it is completed within 14 days SIA has to either offer the student an alternative place at SIA's expense with an acceptance by the student in writing or refund the student the unused portion of the prepaid fees. Student has the right to choose whether he/she would prefer a refund of the unused portion of the prepaid fees, or to accept a place in another education service. If student chooses placement in another education service, SIA will ask him/her to sign a document to indicate that he/she accepts the placement. The student's acceptance of the alternative education service offer in writing will relieve SIA from its obligation to refund education service money to the student.



12. If SIA is unable to provide a refund or provide a placement in an alternative education service, the Tuition Protection Service (TPS) Director will provide in writing, the student with one or more options for such alternative courses at no cost. The student must in a period of 30 days after the end of SIA's obligation period submit in writing if accepting the alternative course. If the student is not accepting a place in an alternative course then the TPS Director would pay out of the Overseas Students Tuition Fund (OSTF) an amount equal to the amount that SIA has calculated to satisfy the refund requirements to the student.

### Deferral or suspension

Where a student is granted a deferral or suspension of studies after course/education service has commenced, tuition fee paid will be transferred to the subsequent course/education service. If a student withdraws from Course/Education Service for any reason after a deferral or change of commencement date has been approved then the refund calculation will apply as at the date SIA received the request for withdraw and the original course/education service commencement date.

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 4 of 4</b>