



## HEFOR06 APPLICATION FOR REFUND

DATE (dd/mm/yyyy)	
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STUDENT DETAILS			
FIRST NAME		LAST NAME	
SCEI-HE STUDENT ID (If Applicable)		DATE OF BIRTH	
COURSE NAME			
Course Code			
STUDENT ADDRESS			
STREET NUMBER & NAME			
SUBURB		POSTCODE	

FOR INTERNATIONAL STUDENTS	
Please tick box that indicates your circumstances	Reason for Refund Application
	Student did not start the course on the agreed starting day
	Withdrawal at least 10 weeks prior to orientation date
	Withdrawal at least 4 weeks prior to orientation date
	Withdrawal 2-4 weeks prior to orientation date
	Withdrawal less than 2 weeks prior to the orientation date
	Withdrawal on or after the commencement date
	Provider Default
	Visa refused prior to course orientation date
	Visa extension is refused
	Visa cancelled due to actions of the student

FOR DOMESTIC STUDENTS	
Please tick box that indicates your circumstances	Reason for Refund Application
	Withdrawal before commencement date
	Withdrawal after commencement date
	Withdrawal after commencement date but before Census date
	Course withdrawn by SCEI-HE

DETAILS REQUIRED FOR PAYMENT OF REFUND			
* Refund Student	* Refund Agent		(Agent Name)
PAYMENT DETAILS FOR BANK CHEQUE/BANK DRAFT			
Mr/Mrs/Ms:			
Address:			
Country:		Postcode:	
Telephone:	Mobile:	Fax:	
		Email:	

## PAYMENT DETAILS FOR ELECTRONIC PAYMENTS

Account Name:	
Bank or BSB Number:	Account Number:
Bank Name:	
Bank Address:	Swift Code:
Recommended Currency for Refund	(e.g AUD, USD, etc.)
Account Holder's Address:	

## POLICY

### 1. International Students

All refund information is made available to students through the enrolment process and is included on the HELET01 Student Offer of Admission Letter signed by the student prior to acceptance into a course by the RTO and prior to the student making any payment.

#### Provider Default

Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

In the unlikely event of Provider Default, students will be eligible for a refund of any 'unspent pre-paid tuition fees'.

Refunds due under the above conditions will be paid in full within 4 weeks.

SCEI-HE may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, SCEI-HE will not be liable to refund the money owed for the original enrolment. If the student chooses to be placed in another course, the student will be required to sign a document to indicate that the student accepts the course place.

#### Student Default

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
  - i. the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
  - ii. the student breached a condition of his or her student visa;
  - iii. misbehaviour by the student.

Refer to the table below for student entitlement for refund in the case of student default.

Types of Student Default	Student entitlement for refund
Student does not start the course on the agreed starting day	No refund
Student withdraws from course at least 10 weeks prior to agreed start date (student default)	Full refund not including administration/ application fee and Deposit
Student withdraws from course at least 4 weeks prior to agreed start date (student default)	75% refund not including administration/ application fee and Deposit
Student withdraws from course 2- 4 weeks prior to agreed start date (student default)	25% refund not including administration/ application fee and Deposit

Student withdraws from course less than 2 weeks prior to the agreed start date(student default)	No refund of tuition or administration/ application fee
Student withdraws from course on or after the agreed start date (student default)	No refund of tuition or administration/application fee
SCEI-HE refuses to provide, or continue providing the course to the student due to the reasons i-iii (c)	No refund

### Other Cases

A registered provider must provide a refund if:

- a) an overseas student or an intending overseas student defaults in relation to a course at a location; and
- b) either:
  - i. the provider has not entered into an agreement with the student that meets the requirements of section 47B; or
  - ii. the provider is not required to pay a refund to the student because of subsection 47D(5) (refusal of student visa).

Refer to the table below for the student entitlement for refund.

Reason for Refund Application	Student entitlement for refund
Visa refused prior to course orientation date*	Refund of unspent pre-paid fees
Visa cancelled due to actions of the student (eg. providing false information to apply for Visa)	No refund
Visa extension is refused	Return of unused tuition fees

\*Student must submit the student visa rejection letter as evidence.

## 2. Domestic (fee for service) Students

Refer to the table below for student entitlement for refund for domestic students.

Reason for Refund Application	Student entitlement for refund
Withdrawal before the commencement date	Full refund not including administration / application fee and deposit
Withdrawal on or after the commencement date	No refund
Withdrawal after commencement date but before Census date	Partial refund (See HEPP25 Refund Policy and Procedure)
Course withdrawn by College	Full refund including enrolment fee

**\*Please note** Commencement date refers to the Course Commencement Date agreed and signed by the student on the training plan.

## 3. Applying for Refund

- All applications for refund must be made in writing by way of the HEFOR06 APPLICATION FOR REFUND and submitted to the Student Administration Department who will then forward it on to the ENROLMENT & ACCOUNTS DEPARTMENT for processing.
- HEFOR06 APPLICATION FOR REFUND is to be processed by the ENROLMENT & ACCOUNTS DEPARTMENT within 7 days from the date of HEFOR06 APPLICATION FOR REFUND lodged. If the student is entitled to a refund, the payment shall be made within 4 weeks of receiving the student's HEFOR06 APPLICATION FOR REFUND.

## 4. Appealing Refund decisions

- Refer to the **HEPP03 Student Complaints and Grievance Policy and Procedure** from the Student Administrations department if you wish to appeal.

- This policy and the availability of **HEPP03 Student Complaints and Grievance Policy and Procedure**, does not remove your right to take action under Australia’s consumer protection laws.
- The College’s dispute resolution processes do not remove the **student’s right** to pursue other legal remedies where they feel necessary.

#### 5. Further information

- Any information that you provide to Southern Cross Education Institute or that the Southern Cross Education Institute collects about you can be given to authorised State and Commonwealth Agencies and ESOS Assurance Fund Manager.

#### 6. The Tuition Protection Service (TPS)

- Southern Cross Education Institute (Higher Education), at its own cost, participates in the Tuition Protection Service (TPS) to protect the interest of both SCEI-HE and its students. TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
  - complete their studies in another course or with another education provider or
  - receive a refund of their unspent tuition fees.
- In the unlikely event the education provider is unable to deliver a course that the student has paid for and does not meet their obligations to either offer an alternative course that the student accepts or pays the student a refund of the unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.
- The Tuition Protection Service (TPS) aims to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia’s global reputation.

#### Unused & Used Tuition Fees

The term “Unused Tuition Fees” refers to the amount of fees paid for the Semester which a student withdraws from before that semester commences. It is also known as Prepaid Fees and Unearned Income.

#### STUDENT DECLARATION

I, hereby declare that all the information provided in this form is true and correct. I have read and understood the Refund Policy attached of the Southern Cross Education Institute (Higher Education) and acknowledge that my refund will be processed in accordance with that policy.

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STUDENT’S SIGNATURE

#### IMPORTANT NOTICE

- **This form MUST be submitted to the Account Manager in order to avoid loss or delay in processing of this Application.**
- **Ensure that all the supporting documents (if applicable) are attached with this application.**

#### FOR OFFICE USE ONLY

Refund Approved?	<b>Yes</b>  If Yes, how much Refund Approved? \$ _____  <i>Once funds remitted, please attach proof of payment with this form and file it in the STUDENT ADMIN FILE (FILE_STAD).</i>	<b>No</b>  <i>Please send REFUND OUTCOME DISAPPROVED to the student notifying outcome of the application.</i>
ACCOUNTS MANAGER’S (ACCM) Signature		DATE