

Owned and operated by Seventh-day Adventist Colleges (Greater Sydney) Limited  
**ABN 63 106 908 767 CRICOS No. 02622J**

## **Fee Refund Guidelines**

### **Rationale**

The College, by developing a program for each year, processing enrolment applications and holding open positions in each academic year for these applicants, takes on a certain amount of risk. This risk is offset by the refund policy of the College. It is not reasonable to expect that the College, which has held a place open for a student, will be able to find an immediate replacement for that student if the student decides to move to another College.

Overseas students, in the College, provide greater risk in that arrangements are made from a distance and over a longer period of time, therefore the refund policy is different for these students.

### **Aims**

1. Communicate the refund policy of the College at the point of enrolment for each student.
2. Cover the financial risk to the College inherent in the enrolment process of an educational institution.

### **Important Note**

These guidelines, and the availability of complaints and appeals processes does not remove the right of the Parent or student to take action under Australia's consumer protection laws.

### **Implementation**

1. These Refund guidelines applies to two groups of students.
  - Students who are Australian Residents (Local Students),
  - Overseas Full Fee paying students (Overseas students) studying at the College.

### **Local Students**

2. Notification of intended departure must be given at least one term in advance otherwise a full term's fees will be invoiced. For these students the refund available on departure will be the amount remaining after this one term's fees are deducted.
3. Payment for the balance of the account is expected at the time of de-registration, unless suitable arrangements have been made with the Bursar.

### **Overseas Students**

4. No refund will be given if the student has not completed the first six months of their principal course unless (1) the Student's visa has been rejected or (2) the College is not able to offer the course.
5. No refund will be given if a student decides to withdraw before completing the first six months of their principal course due to illness, change of address or other personal circumstance.
6. No refund will be given if a student is expelled for serious breaches of discipline
7. No refund will be given if a student's visa is cancelled due to poor attendance and or poor academic performance.
8. After the completion the first six months of their principal course at the College students may choose to continue their studies with another educational provider. In this case notification of intended

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departure should be given at least one term in advance otherwise one full term's fees will be charged. For these students the refund available on departure will be the amount remaining after the one term's fees are deducted.

9. Payment of the balance of the account is expected at the time of de-registration, unless a suitable arrangement has been made with the Bursar.

### **Extended Periods of Absence**

10. Extended leave may be granted by the Principal for a student for various reasons. In this case the College will keep the position open for the student and hence no refund will be given for the period of absence.

### **Process for claiming a refund**

A request for refund should be made in writing to the College office and a response will be given within 20 working days.