

Policy Classification:	RTO - CRICOS	Version 1.0:	10/03/2025
Document Owner:	Compliance Manager	Review Date:	10/03/2026
Approved by:	RTO Manager		

Refund Policy and Procedure for International Students

Policy Overview

This policy outlines the conditions and procedures for processing refunds for international students enrolled at St George & Sutherland Community College (SGSCC). It ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), and other relevant legislation.

SGSCC is committed to transparency and fairness in handling student refunds while adhering to regulatory requirements. This policy provides clear guidelines on when refunds are applicable, how they will be processed, and the responsibilities of both the student and the College.

Purpose and Rationale

The purpose of this policy is to:

- Ensure international students understand the refund conditions before enrolling.
- Establish a fair and transparent refund process that protects both students and the College.
- Comply with Australian regulatory requirements related to student fees and refunds.
- Provide clear responsibilities for students and staff regarding refunds.

This policy supports SGSCC's commitment to student welfare and financial accountability while maintaining compliance with education and consumer protection laws.

Procedures and Implementation

1. Refund Eligibility Criteria

Refunds for international students depend on several factors, including visa refusal, student-initiated withdrawal, provider default, and special circumstances. The following outlines refund conditions based on different scenarios:

a. Visa Refusal

If a student's visa application is refused before the course start date:

A full refund of tuition fees paid, minus an administration fee of \$200 and resources fee up to \$1,200, will be issued.

To claim the refund, the student must provide official documentation from the Department of Home Affairs confirming visa refusal.

If a visa is refused after the course has commenced:

A refund will be calculated based on the unused portion of tuition fees, minus the administration fee and resources fee.

b. Student-initiated withdrawal

If a student withdraws from their course:

Withdrawal Timing	Refund Amount
More than 28 days before course start date	75% of tuition fees minus administration fee & resources fee.
14-28 days before course start date	50% of tuition fees minus administration fee & resources fee.
Less than 14 days before course start date	No refund
After course commencement	No refund

- Students must submit a written withdrawal request with supporting documentation.
- The administration fee is non-refundable in all cases.

c. Provider Default (SGSCC is unable to deliver the course)

If SGSCC cancels or fails to deliver a course:

- A full refund of tuition fees will be issued within 14 days.
- Alternatively, the student may be offered placement in an alternative course. If the student accepts, no refund will be provided.

This is in accordance with the ESOS Act 2000 and the Tuition Protection Service (TPS) requirements.

d. Special Circumstances

SGSCC may approve a refund request in exceptional cases, such as:

- Serious illness or injury (medical certificate required).
- Death of an immediate family member.
- Political, civil, or natural disaster preventing travel to Australia.

Each request is assessed on a case-by-case basis, and supporting evidence must be provided.

2. Refund Request Process

Step 1: Submission of Refund Request

- Students must complete a Refund Request Form and submit it to SGSCC's International Student Services.
- Supporting documents (e.g., visa refusal letter, medical certificates, withdrawal request) must be attached.

Step 2: Assessment and Decision

- SGSCC reviews the request within 10 business days of submission.
- If approved, the refund is processed within 20 business days.
- If denied, students are notified in writing with reasons for the decision.

Step 3: Refund Payment

- Refunds are issued in Australian dollars.
- Payments are made to the original payer via the same payment method.
- Bank charges for international transfers may be deducted.

Step 4: Appeal Process

- If a student disagrees with a refund decision, they may appeal in writing within 10 business days.
- Appeals are reviewed by SGSCC's International Student Appeals Committee, with a final decision provided within 10 business days.

Applicability and Responsibilities

1. Who This Policy Applies To:

- All international students enrolled at SGSCC.
- SGSCC staff involved in student enrolments, finance, and administration.

2. Responsibilities

Students:

SGSCC - St George & Sutherland Community College Inc.

127-129 Sutherland Road Jannali, NSW 2226

P: 02 9528 3344 • E: enquiries@sgscc.edu.au • W: sgscc.edu.au

RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

- Read and understand the refund policy before enrolling.
- Submit refund requests with required documentation.

SCSCC Staff:

- Provide clear fee and refund information to students before enrolment.
- Process refund requests fairly and promptly.
- Ensure compliance with regulatory requirements.

References

This policy aligns with the following laws and regulations:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Tuition Protection Service (TPS) Framework
- Fair Work Act 2009
- Privacy Act 1988