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Refund Policy

Purpose and Rationale

Purpose: The purpose of this policy is to establish clear guidelines for the refund of fees paid by students for courses and programs at SGSCC. It aims to ensure that students are aware of their rights regarding refunds and the process for requesting them.

Rationale: A transparent and fair refund policy is essential to maintain trust between SGSCC and its students, ensuring that financial transactions are handled with integrity and in compliance with legal and contractual obligations.

Procedures and Implementation

1. Eligibility for Refunds

Course Cancellation by SGSCC:

If SGSCC cancels a course before it commences, students are entitled to a full refund of all fees paid for that course. SGSCC will notify students of the cancellation as soon as possible and will process refunds within 28 days of the cancellation notice.

Full refunds on course fees will be granted in the following circumstances:

- Application of student visa is rejected by the Department of Home Affairs (documentation must be provided)
- Extenuating personal circumstances such as illness or death (evidentiary proof must be provided)

Partial refunds will be granted in the following circumstances where a cancellation is made 28+ days prior:

- Written notice of course withdrawal is received 28 days or more prior to the course commencement date.
- A 20% cancellation fee will be incurred on all course fees.

Cancellation within 28 days:

If a written notice of withdrawal is received within 28 days of the course commencement date, an 80% cancellation fee will be incurred on all course fees.

Withdrawal by Student After Course Commencement:

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

- If a student withdraws from, cancels, fails to attend, or has a visa extension denied once the course has commenced, a 100% cancellation penalty will apply to monies paid. Students are advised not to enroll if they believe their visa will not be extended.
- If a student chooses to transfer to another provider (and is approved by SGSCC International) prior to completing six months of their course, a 100% cancellation penalty will apply to all monies paid.
- In the event that the student's enrolment is cancelled due to infringement with SGSCC International's disciplinary policy or breach of student visa conditions, a 100% cancellation penalty will apply to all monies paid.

Special Consideration for Exceptional Circumstances:

In cases of serious illness, family emergencies, or other significant events, students may apply for a refund after the standard withdrawal period. These requests must be supported by relevant documentation (e.g., medical certificates). If approved, a prorated refund may be granted, depending on the circumstances and the course progression.

2. Non-Refundable Fees

Administrative Fees:

Certain fees, such as registration fees, materials fees, or other specified administrative fees, are non-refundable. These fees will be clearly stated in the course information provided to students prior to enrolment.

Late Withdrawal Fees:

Students who withdraw after the deadline for refunds may be subject to a late withdrawal fee, which will be deducted from any refund amount or billed separately if no refund is due.

3. Refund Process

Submitting a Refund Request:

Students must submit a refund request in writing using the official refund request form available on the SGSCC website or at the administration office. The form must be submitted within 14 days of the withdrawal date or the event leading to the refund request.

Processing Time:

Refund requests will be processed within 28 days of receipt of the completed refund request form and all necessary supporting documentation. Refunds will be issued using the original payment method unless otherwise agreed upon by both parties.

Notification of Refund Outcome:

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Students will be notified in writing of the outcome of their refund request, including the amount to be refunded and the method of payment.

4. Refunds for Government-Funded Programs

Smart and Skilled Programs:

Refunds for students enrolled in NSW Smart and Skilled programs will be processed in accordance with the specific guidelines set by the NSW Government. Students will be informed of these guidelines upon enrolment, and any refunds will be calculated based on the government's requirements.

Other Government-Funded Programs:

Refunds for other government-funded programs will be managed in line with the specific contractual obligations and guidelines provided by the funding body. Students will be informed of these conditions at the time of enrolment.

5. Appeals and Complaints

Appeal Process:

Students who are dissatisfied with the outcome of their refund request may appeal the decision by submitting a formal appeal in writing to the Student Services team within 14 days of receiving the refund decision.

The appeal will be reviewed by an appeals committee, and the student will be notified of the outcome within 14 days of the appeal being lodged.

Complaints:

If a student believes that their refund request has not been handled in accordance with this policy, they may lodge a complaint following the procedures outlined in the SGSCC Complaints and Appeals Policy.

6. Record Keeping

Documentation:

All refund requests, decisions, and related documentation must be retained in the student's file for a minimum of seven years. This documentation will be available for audit purposes and to ensure compliance with regulatory requirements.

Audit and Review:

The refund process and associated records will be subject to regular audits to ensure compliance with this policy and to identify any areas for improvement.

Applicability and Responsibilities

Applicability: This policy applies to all students enrolled in courses or programs at SGSCC, including both domestic and international students, as well as to all staff involved in the management and processing of fees and refunds.

Responsibilities:

Finance Department: Responsible for processing refund requests, maintaining accurate records, and ensuring that refunds are issued in accordance with this policy.

Student Services: Responsible for assisting students with the refund process, providing information about eligibility and procedures, and handling appeals and complaints related to refunds.

Compliance and Quality Assurance: Ensures that the refund policy is compliant with all relevant regulations and contractual obligations and conducts regular audits of the refund process.

References

- **Australian Consumer Law:** Ensures that refund practices are fair and transparent and comply with consumer protection regulations.
- **NSW Smart and Skilled Contract:** Outlines specific refund requirements for students enrolled in government-funded training programs.
- **Education Services for Overseas Students (ESOS) Act 2000:** Governs refund practices for international students to ensure compliance with Australian law.
- **SRTOs 2025**, Standard 2.1 Transparency, Standard 2.7 Complaints and appeals
- **SRTOs 2025**, Standard 18 Prepaid fee protection measure
- **National Code 2018** – Standard 3: Formalisation of enrolment and written agreements