

Policy Name:

Fees & Refund Policy

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Legislation:	Outcome Standards for RTOs, Standards 2.3, 2.4, 2.5, 2.6

All refund requests are conditional on the following:

- Sacred Heart International College must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
- Any debts to SHIC must be paid in full or the outstanding amounts will be deducted from the refund.
- The enrolment fee/Admin fee is non-refundable

Where the Australian Government refuses visa prior to course commencement

If the student visa application or visa renewal is refused by the Australian Government prior to the commencement of the course, a full refund of course fees less 5% of the amount paid or \$500 whichever is the lesser. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded. To receive the refund students will have to provide authenticated evidence of the student visa refusal to Sacred Heart International College.

Where the Australian Government refuses a student visa after course commencement

If the student visa application or visa renewal is refused by the Australian Government after the commencement of the course, Sacred Heart International College will calculate and refund the unspent portion of the tuition fees paid to date (that is tuition fees the student has paid for but has not been delivered by Sacred Heart International College).

However, no refunds will be granted where:

- An international student, currently in Australia, has their student visa cancelled by the Department Home Affairs (DHA) for a breach of visa conditions; or
- An international student, currently in Australia, has their student visa extension application refused by the Department Home Affairs (DHA) after the commencement of their studies, for not meeting visa requirements.

Where Sacred Heart International College defaults on delivery of the qualification

In the unlikely event that Sacred Heart International College is unable to start or deliver the course, the student can choose to accept either:

- a refund of the course fees, which will be issued to the student within 14 days: or
- to be placed in an alternative course with Sacred Heart International College or another provider. If the Student chooses placement in an alternative course, the student must sign a new written agreement to indicate the student accepted the placement.

If the student chooses to receive a refund of the course fees, Sacred Heart International College will calculate and refund the unspent portion of the tuition fees paid to date (that is tuition fees the student has paid for but has not been delivered by Sacred Heart International College). The refund will be paid within 14 days on which the course ceased to be provided.

If Sacred Heart International College is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

Where the Student Withdraws from the course

Where written notice of withdrawal is received by Sacred Heart International College before the start date of the course, Sacred Heart International College will refund the fees as per the table below.

Where notice of withdrawal is received	Refund of fees paid in advance
At least 10 weeks prior to course commencement date	Full refund of course fees paid less maximum of 10% of tuition fees initially paid or \$1,000, whichever is the lesser, for administrative expenses. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
More than 4 weeks and up to 10 weeks prior to course commencement date	50% of tuition fees initially received by the provider. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
Less than 4 weeks prior to course commencement date	No refund of fees paid
After course commencement	No refund

**Scholarship, promotional fees or discount to any course is provided to the student with an intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, the reduced fees will be added back and the refund amount will be calculated as per the listed course fees on Website, Handbook or <https://cricos.education.gov.au/>.

If Sacred Heart International College cancels the enrolment of the student from a course because the applicant has seriously breached the Terms and Conditions of Sacred Heart International College, there will be no refund of the fees paid.

If The student does not commence the course on the agreed starting date and has not withdrawn, deferred or have had their request for an alternative start date approved by SHIC and this is not due to SHIC cancelling or postponing the course or is not due to Visa Refusal, there will be no refund of the fees paid.

Overpayment

Full refund of the overpaid amount (Any amount paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement)

Where Sacred Heart International College cancels the enrolment

Where the College cancels a student's enrolment for one of the reasons listed below, no refund will be payable

Reasons for Cancellation

- Academic misconduct or failure to comply with SHIC's policies or student code of conduct;
- Failure to pay fees when due;
- Unsatisfactory course progress
- Unsatisfactory attendance (ELICOS students only)

Refund Procedure

The student must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documentation. Such document may include, but is not limited to:

- a letter from the Department of Home Affairs advising of the rejection of the student visa application or a refusal to extend a student visa; or
- proof of extenuating circumstances of a compassionate nature; or
- an unconditional offer letter from another institution

Where Sacred Heart International College defaults on the agreement, refunds will be made within 10 working days of the default date.

All other refunds will be made within 20 working days of written notification from the student being received by Sacred Heart International College

Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian Dollars

Payment of Refunds

Payment of refunds to the applicant will be made in Australian dollars by a bank draft or telegraphic or electronic transfer (or other approved payment options).

Student's Rights to Appeal

- Any student who is refused a refund by Sacred Heart International College may appeal within 14 days in writing to Student Administration.
- This refund policy, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.