

## SC5: Fees and Refunds Policy & Procedures

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### Policy

#### 1. Protection of fees paid in advance.

- SHIC protects the fees that are paid in advance by both domestic and international students.
- For domestic students, fee protection is ensured through:
  - SHIC does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
  - SHIC holds current membership of a Tuition Assurance Scheme approved by ASQA. If SHIC is unable to provide services for which a student has prepaid, the student: will be placed into an equivalent course such that the new location is geographically close to where the student had enrolled with SHIC and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered above the \$1500.
- For international students, fee protection is ensured as follows:
  - SHIC pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that in such circumstances international students are provided with either an alternative suitable course with another education provider or a refund of their unspent tuition fees.
  - In accordance with Section 27 of the ESOS Act, 2000 (Cth), SHIC does not require international students to pay more than 50% of their course fees prior to course commencement. Note, however, that where a course is less than 25 weeks, SHIC may require students to pay the full cost of the course prior to course commencement.
- Students and their sponsors can choose to pay more than 50 per cent of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favorable exchange rates or have the convenience of only paying once. Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

- All tuition fees paid in advance will be held in a separate bank account that can only be drawn down once the student has commenced their course. For the purposes of this policy, this bank account will be referred to as the trust account. These tuition fees are held in the trust account, separate from the day-to-day operating bank account, so that if a refund is payable before a student commences, a refund can be made in a timely way without impacting the financial operations of the business or recourse to the fee protection measures in place. The trust account is maintained with an Australian owned ADI (authorised deposit taking institution).
- SHIC will ensure all fees received for international students are paid into this account within five days of receiving the funds.
- SHIC ensures that, at all times, there is a sufficient amount in the trust account to repay all tuition fees paid in advance to every international student or incoming international student in respect of

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whom it has received tuition fees for; and who have not yet begun the course for which has been paid.

- Before withdrawal from this trust account, SHIC will do a review of the trust account where the account balance will be matched with the total prepaid tuition fees balance for the students who have not yet started on Wisenet and further matched with PRISMS & accounting software Reckon. CEO will authorize the withdrawal and ensure that the total balance is not less than the total fees to be protected.
- SHIC will only draw down from the trust account if:
  - A refund needs to be made for tuition fees paid in advance
  - SHIC has arranged for a student to be offered a place in an alternative course at its own expense and the amount is withdrawn to pay the alternative provider that students fees.
  - The amount is withdrawn to pay the TPS Director.

### 2. Fees and refund information

- SHIC cannot guarantee that students will successfully complete the course in which they enrol, regardless of whether all tuition fees have been paid or not.
- A full refund will apply of any deposits paid where a student cancels their enrolment within the cooling off period of 10 business days from any direct approach marketing or sales.
- Fees information relevant to each course is outlined in detail on the *Student Agreement* and summarised on the *Course Outline* as well as in SHIC's *Student Handbook*. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment and course commencement.
- The *Student Agreement* and the *Student Handbook* which are provided prior to enrolment includes this *Fees and Refunds Policy and Procedure* and informs the student of their consumer rights. Students are required to sign the *Student Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.
- Fee information provided to domestic and international students includes:
  - All course fees and payment schedules for when those fees will be due.
  - Any additional charges that may apply and the circumstances in which they apply.
  - These fees and refunds policy.
- Where tuition fees are required to change due to unforeseen circumstances, SHIC will advise students in writing of the reasons and allow students to receive a full refund of unused tuition fees where a revised payment agreement with the student cannot be reached for the additional fees

### 3. Written agreements for international students

- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. For international students, the written agreement also specifies:
  - upfront payment options including that:
    - SHIC does not require international students to pay more than 50% of the course upfront where the course is 25 weeks or more in duration, however, may require it for courses that are shorter than 25 weeks.
    - International students (or the person paying fees on their behalf) may choose to pay more than 50% tuition fees before their course commences.

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- Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule.
- all tuition fees payable by the student for the course and, the periods to which those tuition fees relate.
- details of any non-tuition fees the student may incur, including fees that may be incurred because of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- advice on the potential for changes to fees over the duration of a course.
- a statement that “This written agreement, 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”.
- refund requirements that apply if the student defaults in relation to a course at a location.
- amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of SHIC).
- processes for claiming a refund.
- the specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement, consistent with the ESOS Act.
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.

### 4. Course fee inclusions

- The **Student Agreement and Fees and Refund Policy** (part of the written agreement) will clearly itemise all course fees, including both tuition and non-tuition fees as they apply to the individual student enrolment offer.
- Tuition fees payable to SHIC include:
  - All of the education, training and assessment services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results or Statement of Attainment (in the case of withdrawal or partial completion).
- Tuition fees may also include (where relevant):
  - RPL Fees (application and per unit costs).
  - An upfront deposit amount required to be paid prior to commencing.
- **Non-tuition fees will be specified in Student Agreement which may be payable to SHIC in some circumstances/as applicable and which may include:**
  - Re-issuance or additional copies of certification documents will attract a fee of \$50 per document, plus postage if required.
  - Administration fees of \$250 will be charged for all deferments, internal or external change of course/s, suspensions and for any variations to be made to enrolment including making variations to COE.
  - Fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
  - Any optional textbooks and materials that may be recommended but not required to complete a course.

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- Enrolment Fees & Administration fees are Non-refundable.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Non-tuition fees are generally not refundable, unless special circumstances apply beyond the student's control and/or products or services have not been provided.
- Fees payable to SHIC do not include:
  - Personal computers, cameras or personal devices that might be needed to complete coursework.
  - Uniform (if required for placement)
  - Stationery such as paper and pens.
  - Airport pick ups/transport.
  - Excursions (unless stated on the Course Outline)
  - Living expenses (guidance about indicative costs is in the *International Student Handbook*).
- *Reassessment*
  - Re-assessment Fees
    - Students must submit each task with a completed and signed Assessment Task Cover Sheet within timelines specified in the assessment instructions.
    - Written and theoretical tasks will be assessed within 2 weeks of submission. Each task will be marked as Satisfactory or Not Satisfactory. A unit or module will be marked as Competent once all tasks for the unit or module have been marked as Satisfactory.
    - Students have up to two free attempts per assessment task where they have submitted the assessment for the task before the due date. Where a task is marked as Not Satisfactory, the student will be provided with feedback and be given the opportunity to resubmit/re-attempt the task.
    - Where a student exhausts their two free re-assessment attempts or did not submit the assessment, the student will be required to pay the re-assessment fees (\$300/per unit) and be given the opportunity to resubmit/re-attempt the task. There will be only one paid reassessment attempt and if the student is unsuccessful, they will be required to re-enrol in the unit or module. Students will receive detailed feedback for each task either in written or verbal form from their assessor.

### 5. Payments

- Payments can be accepted by customise as applicable electronic transfer (EFT), direct debit, credit card .
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- SHIC reserves the right to suspend the provision of courses and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees on time will receive warnings and reminders regarding non-payment of fees and thereafter will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.

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- Receipts of payments made by international students will be kept for at least two years after the person ceases to be an active student.

### 6. Refunds - Provider Default (e.g. postponed or cancelled courses)

- Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who are withdrawing and have not completed a *Withdrawal Form* are not eligible for consideration of a refund.
- Applications will be considered in accordance with the refund circumstances outlined below. The outcome of the refund assessment will be provided in writing to the student's registered address within 4 weeks, outlining the decision and reasons for the decision along with any applicable refund or adjustment note.
- Refunds will be paid to the student or another person where this is specified in the student's written agreement.
- Refund decisions can be appealed following our *Complaints and Appeals Policy*.

### 7. Refunds due to an International Student's Visa Refusal (student default)

Reference	Circumstance	Refund entitlement and calculation
7A	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> <li>– the student's failure to start the course at the location on the agreed starting day.</li> <li>– the student's withdrawal from the course at that location on or before the agreed starting day.</li> </ul> <p>And:</p> <ul style="list-style-type: none"> <li>– the written agreement meets the requirements of clause 3 of this policy (see 12A).</li> </ul> <p>This remains applicable in the instance that SHIC is no longer a registered CRICOS provider.</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and Section 9 of the ESOS Education Services for Overseas Students Calculation of Refund Specification 2014)</p> <p>The total course fees received minus the lesser of the following amounts:</p> <ul style="list-style-type: none"> <li>a) 5% of tuition fees initially received by the provider in respect of the student before the default day or \$500 whichever is less. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.</li> </ul>
7B	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> <li>– the student's withdrawal from the course at that location (after the start date)</li> <li>– the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.</li> </ul> <p>And:</p> <ul style="list-style-type: none"> <li>– the written agreement meets the requirements of clause 3 of this policy (see 12A).</li> </ul> <p>This remains applicable in the instance that SHIC is no longer a registered CRICOS provider.</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and section 10 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014)</p> <p>The weekly tuition fee × weeks in default period (calculated from the day on which the student was withdrawn)</p>

### 8. Refunds due to an International Student withdrawing (student default)

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Reference	Circumstance	Refund entitlement and calculation
8A	The student withdraws from the course at the specified location more 10 weeks before the expected commencement date and: <ul style="list-style-type: none"> <li>- this is not due to Visa Refusal (see 7A).</li> <li>- the written agreement meets the requirements of clause 3 of this policy (see 12A).</li> </ul>	(This is a student default per Section 47A of the ESOS Act, 2000)  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.
8B	The student withdraws from the course at the specified location more 4 weeks and up to 10 weeks before the expected commencement date and: <ul style="list-style-type: none"> <li>- this is not due to Visa Refusal (see 7A).</li> <li>- the written agreement meets the requirements of clause 3 of this policy (see 14A).</li> </ul>	(This is a student default per Section 47A of the ESOS Act, 2000)  The total course fees received minus the lesser of the following amounts:  a) 50% of tuition fees initially received by the provider. Registration Fee, Administration Fee and any other non-tuition fees won't be refunded.
8C	The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and: <ul style="list-style-type: none"> <li>- this is not due to Visa Refusal (see 7A).</li> <li>- the written agreement meets the requirements of clause 3 of this policy (see 14A).</li> </ul>	(This is a student default per Section 47A of the ESOS Act, 2000)  <b>No Refund</b>
8D	The student withdraws from the course at the specified location after they commence the course. <ul style="list-style-type: none"> <li>- this is not due to Visa Refusal (see 7B).</li> <li>- the written agreement meets the requirements of clause 3 of this policy (see 14A).</li> </ul>	(This is a student default per Section 47A of the ESOS Act, 2000)  <b>No refund</b>

### 9. Refunds due to an international student not commencing their course (student default)

Reference	Circumstance	Refund entitlement and calculation
9A	The student does not commence the course at the specified location on the agreed starting date and has not withdrawn, deferred or have had their request for an alternative start date approved by SHIC and: <ul style="list-style-type: none"> <li>- this is not due to SHIC cancelling or postponing the course (see clause 7 and 15).</li> <li>- this is not due to Visa Refusal (see 9A).</li> <li>- the written agreement meets the requirements of clause 3 of this policy (see 12A).</li> </ul>	(This is a student default per Section 47A of the ESOS Act, 2000)  <b>No Refund</b>

### 10. Refunds due to SHIC cancelling an international student's enrolment (student default)

Reference	Circumstance	Refund entitlement and calculation
10A	SHIC cancels a student's enrolment following formal notice and appeal period, due to:	(This is a student default per Section 47A of the ESOS Act, 2000)  <b>No Refund</b>

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Reference	Circumstance	Refund entitlement and calculation
	<ul style="list-style-type: none"> <li>- academic misconduct, misbehavior or failure to comply with SHIC's policies or student code of conduct</li> <li>- Visa condition breaches</li> <li>- failure to pay fees in accordance with the written agreement</li> <li>- unsatisfactory course progress or attendance and</li> <li>- the written agreement meets the requirements of clause 3 of this policy (see 14A)</li> </ul>	
10B	If a student has supplied incorrect or incomplete information and as a result SHIC withdraws the offer prior to commencement of the course.	<b>No Refund</b>

### 11. Refunds where an international student has defaulted but the written agreement is non-compliant (provider default)

Reference	Circumstance	Refund entitlement and calculation
11A	<p>The international student has defaulted (either withdrawn, not commenced on the agreed date, failed to pay fees as agreed or had their visa cancelled or refused) and SHIC fails to enter into a written agreement with a student that meets the requirements set out in clause 3 of this policy.</p> <p>This remains applicable in the instance that SHIC is no longer a registered CRICOS provider.</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and Section 8 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014)</p> <p>Unspent total tuition fees will be refunded, to be calculated as follows:</p> <ul style="list-style-type: none"> <li>- The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).</li> </ul>

### 12. Refunds process - where a course is cancelled by SHIC

- In the unlikely event that SHIC or any third parties responsible for delivering courses on its behalf, is unable to deliver the course or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the student will be issued with either:
  - a refund for the course or portion of course that was not provided - see clause 15 for further details.
  - an offer for a placement into an alternative course at no additional cost which the student also accepts in writing within the 14 days from the date the course ceases to be delivered.
- In such cases, SHIC will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.
- For international students whose course ceases to be delivered the Tuition Protection Service can assist students in finding an alternative course or to get a refund if a suitable alternative is not found

### 13. Refunds where SHIC cancels a course (provider default)

Reference	Circumstance	Refund entitlement and calculation
13A	SHIC fails to start the course on the agreed starting day at the location because of insufficient numbers, unforeseen circumstances or a sanction has been imposed (and the student has not withdrawn before this day).	<p>(In accordance with Section 46A of the ESOS Act)</p> <p>Unspent total tuition fees will be refunded including the enrolment deposit to be calculated as follows:</p>

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Reference	Circumstance	Refund entitlement and calculation
		<ul style="list-style-type: none"> <li>The weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course).</li> </ul> <p>No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by SHIC.</p>
13B	The course has started but cannot be delivered in full or by SHIC, including where a sanction has been imposed (and the student has not withdrawn before the default day).	<p>(In accordance with Section 46A of the ESOS Act)</p> <p>Unspent total tuition fees will be refunded, to be calculated as follows:</p> <ul style="list-style-type: none"> <li>The weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided).</li> </ul> <p>No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by SHIC.</p>

### 14. Refunds where the student has paid over and above the Registration fees/Administration fees/ Course fees/Tuition fees/ Material fees mentioned on the Written Agreement

Reference	Circumstance	Refund entitlement and calculation
14	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)

Refund Conditions for Withdrawal After Course Commencement- Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, moving back to the home country with an intention of not coming back to Australia on the same visa (with confirmed one-way ticket and evidence of student withdrawal submitted to Department of Home Affairs), which will be verified by the College before processing the refund) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, in such circumstances, refund will be calculated as "The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default)". per the refund calculator for a refund of unused course fees which can be issued. This decision to assess the extenuating circumstances is on the discretion of the CEO and shall be assessed on a case-by-case situation.

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/>.



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### 15. Recording and payment of refunds

- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### 16. Default obligations and notification

- Where provider default applies SHIC will:
  - record the default in PRISMS (thereby reporting to the Australian Government) within 3 business days of the day of default.
  - discharge its obligations within 14 business days of the day of default, by either:
    - offering an alternative suitable course to a student which the student has accepted.
    - refunding amounts due in accordance with this policy.
  - record outcome of the discharge of its obligations in PRISMS within 21 business days of the day of default.
- Where a student defaults for any of the reasons below, SHIC will record the default in PRISMS (reporting the student to the Australian Government) within 4 weeks of the day of default:
  - A student has been granted a refund in accordance with this policy.
  - A student has been granted a refund due to a non-compliant written agreement.
  - The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
    - the student's failure to start the course at the location on the agreed starting day;
    - the student's withdrawal from the course at that location;
    - the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

INTERNATIONAL COLLEGE

RTO N<sup>o</sup>: 45168 CRICOS N<sup>o</sup>: 03606A

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## Procedures

### 1. Student fees

Refer

- SRTOs: Clauses 5.3, 7.3
- National Code: Standard 3

Procedure	Responsibility
<p><b>a. Deposit invoices</b></p> <ul style="list-style-type: none"> <li>• All domestic student fee-payers should pay their enrolment deposit (where applicable) upon enrolment, prior to course commencement.</li> <li>• All international students should pay their enrolment deposit upon enrolment.</li> <li>• All international students should pay their fees installments as per fees agreement payment plan in the written agreement</li> <li>• Ensure there is a signed written <i>Student Agreement</i> on file before invoicing.</li> </ul>	Administration team/ Accounts Manager
<p><b>b. Fee instalment invoices</b></p> <ul style="list-style-type: none"> <li>• Charge fee instalments in line with the relevant payment schedule for the course, outlined on the <i>Student Agreement</i>.</li> <li>• Ensure all payment terms, conditions and amounts are as indicated on the invoice unless a record of an agreed or advised change is in writing and the conditions of such a change were outlined on the initial agreement.</li> </ul>	Administration team/ Accounts Manager
<p><b>c. Receiving payments</b></p> <ul style="list-style-type: none"> <li>• Fees for international students may not be collected until the <i>Student Agreement</i> has been signed.</li> <li>• Record payments against the relevant invoice on the accounting/financial system</li> <li>• Provide the student with a receipt.</li> <li>• Ensure receipts for payments from international students are retained for at least 2 years after the first payment is received.</li> </ul>	Administration team/ Accounts Manager
<p><b>d. Managing overdue fees – domestic students</b></p> <ul style="list-style-type: none"> <li>• Send out statements monthly to students to show outstanding fees.</li> <li>• Call students where payments are more than 14 days overdue.</li> <li>• Any student with an invoice over 40 days past due should be referred to the debt collection agency.</li> <li>• Refer to the Course Coordinator/CEO about suspending enrolment until fees are brought up to date. If the enrolment is suspended, send a letter/email to</li> </ul>	Administration team/ Accounts Manager

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Procedure	Responsibility
<p>the student advising of suspension until payment is made. Advise academic staff/trainers.</p> <ul style="list-style-type: none"> <li>Where fees continue to be unpaid, refer to Director of Studies to consider withdrawal.</li> </ul>	
<p><b>e. Managing overdue fees – international students</b></p> <p>Collection of Fees after enrolment:</p> <p>Student must pay their fees as per the written agreement signed by them at the time of their enrolment.</p> <p><b>Fees Collection Process:</b></p> <p>At SHIC, all students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at the standard 15<sup>th</sup> of every month.</p> <ul style="list-style-type: none"> <li><b>Reminder Letter/Email and SMS</b></li> </ul> <p>In case the student instalment falls on a particular month, a friendly SMS reminder along with the Notification Letter/Email (Reminder to Pay) is sent to all students in the first week of that month to give the students ample time to arrange their funds.</p> <ul style="list-style-type: none"> <li><b>Intention to cancel Enrolment</b></li> </ul> <p>In case the student's fees remain unpaid, "Intention to cancel Enrolment" letter/Email is sent to the student on the 19<sup>th</sup> of the month. The student gets 20 working days to appeal against the decision from the date of letter/Email and pay the full dues along with the \$75 late fine.</p> <p>If the student chooses not to appeal against the decision then the student enrolment will be cancelled after the end of appeal period.</p> <p>However, in case a student appeals against the decision, the cancellation will be kept on hold and the student's appeal will be assessed in line with "Complaints and Appeal policy. Please refer to the 'Complaints &amp; Appeal policy &amp; procedures' for further details.</p> <p style="text-align: center;">RTO N<sup>o</sup>: 45168 CRICOS N<sup>o</sup>: 03606A</p>	Administration team/ Accounts Manager

## 2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3
- ESOS Act, 2000 (Cth): Sections 46A, 46D, 47A, 47D, 47E
- National Code: Standard 3

Procedure	Responsibility
<p><b>A. Processing refunds – domestic students</b></p> <ul style="list-style-type: none"> <li>If a course is cancelled by SHIC, students who have enrolled and paid their enrolment deposit should be automatically issued a refund. Notify them in writing and issue refund. Record on file.</li> <li>Students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> </ul>	Administration team/ Accounts Manager

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<ul style="list-style-type: none"> <li>• To make an assessment of a refund due, consider the services the student has received. Consider the following:               <ul style="list-style-type: none"> <li>– Enrolment deposit is non-refundable – this covers administration time for enrolment and induction process.</li> <li>– Text books provided</li> <li>– Training /education/assessment services received – number of classes attended/ visits received/ online training</li> <li>– Individual support provided by the trainer/assessor</li> <li>– Assessments marked</li> </ul> </li> <li>• Consider the costs incurred by SHIC as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by CEO/Finance Manager.</li> <li>• Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>• Keep a copy of the refund assessment on the student's file.</li> </ul>	
<p><b>B. Processing refunds – provider default (international students)</b></p> <ul style="list-style-type: none"> <li>• Where SHIC may be able to offer a suitable alternative course to a student (instead of a refund), ensure the offer is made in writing to the student within 7 business days, and follow up with student prior within 10 business days. If the offer is not accepted, issue a refund within 14 business days as below.</li> <li>• Automatically issue a refund within 14 business days to students who have enrolled and paid their enrolment deposit and the course is cancelled prior to commencement.</li> <li>• Automatically issue a refund to students within 14 business days where the course has commenced but is cancelled.</li> <li>• Notify students to whom refunds are automatically issued in writing and issue refund. Record on file.</li> <li>• All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> <li>• Assess refund as per this Policy, noting all considerations and associated charges.</li> <li>• Accounts Manager approves refund assessment.</li> <li>• Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>• For student default, process refunds within 4 weeks of the default date.</li> <li>• Keep a copy of the refund assessment on the student's file.</li> </ul>	Administration team/ Accounts Manager
<p><b>C. Processing refunds – student default (international students)</b></p> <ul style="list-style-type: none"> <li>• All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.</li> </ul>	Administration team/ Accounts Manager

## SC5-I: Fees and Refunds Policy & Procedures

Procedure	Responsibility
<ul style="list-style-type: none"> <li>Assess refund as per this Policy.</li> <li>Calculate the relevant refunds using the <i>Refund Calculation Worksheet</i>.</li> <li>Accounts manager approves refund assessment.</li> <li>Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.</li> <li>Process refunds within 4 weeks of the default date.</li> <li>Keep a copy of the refund assessment on the student's file.</li> </ul>	

### 3. Notify of default and discharge of obligations

Refer

- ESOS Act, 2000 (Cth): Sections 46B & 46F & 47H

Procedure	Responsibility
<p><b>A. Notification of Provider of Student Default in PRISMS</b></p> <ul style="list-style-type: none"> <li>Within 3 business days for Provider default or 4 weeks for student default, locate the correct COE               <ul style="list-style-type: none"> <li>record the circumstances and details of the default day</li> </ul> </li> <li>In the case of provider default - record the discharge of obligations (refund or alternative course provided) against the default within 14 days of the default day.</li> </ul>	Course Coordinator/CEO

**SACRED HEART**

### Document Control

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