

TUITION FEE REFUND POLICY AND PROCEDURE INTERNATIONAL STUDENTS

(Applied to applications submitted after July 31, 2018)

The College's policy on the refund of fees has been determined in accordance with the Education Services for Overseas Student Act 2000 (ESOS Act 2000) and the Education Services for Overseas Student Regulations 2001 (ESOS Regulations 2001). This policy applies to all students irrespective of who pays the fees.

The student has to submit the Refund Application before the case is processed. All refunds incur a \$300 administration fee except where it is specifically stated. All bank transfer fees will be deducted from the refund amount.

The following conditions are applied for both College and Student defaults. The amount of refund is determined as follows:

ALL COURSES		
1	In the unlikely event that the College is unable to provide the course for which an offer has been made.	Refund is 100% of total tuition fees paid or an alternate place is offered at no extra cost to the student. No administration fee.
2	An offer of a place in a course is withdrawn by the College before the course commences.	
3	The course is not provided in full to the student because of a government directive or sanction imposed on the College.	
4	The applicant is unable to obtain a visa from Department of Home Affairs (DHA).	Refund is 100% of total tuition fees paid. Evidence of visa refusal is required. However, if the reason for visa refusal is due to fraud, misled, etc. there is no refund.
5	The applicant withdraws from applying for the visa.	Refund is <ul style="list-style-type: none"> • 90% of tuition fees of the first Study period if CoE has not been issued or • 50% of tuition fees of the first study period if CoE has been issued.
6	Compassionate or exceptional circumstantial cases.	Refund is determined on a case-by-case basis.
BEFORE COMMENCEMENT OF A COURSE – ALL COURSES		
7	Request (for a refund) is 4 weeks or more before the commencement date of the course.	Refund is 50% of tuition fee of the first study period. Full refund of the balanced amount paid.
8	Request is less than 4 weeks but before the commencement date.	Refund is 30% of tuition fees of the first study period. Full refund of the balanced amount paid.
9	If a student withdraws from a course on or after the commencement date.	No refund of tuition fee of the first study period. Full refund of the balanced amount paid.
10	Onshore students are not allowed to change the commencement date of a course unless under exceptional circumstance. The maximum delay period is one study period.	If the deferral is approved, tuition fees will be held by the College until new course commencement date. No refund of tuition fee of the first study period if delay period is more than 1 study period. Full refund of the balanced paid.

ELICOS COURSES		
11	Termination of the ELICOS course and if <ul style="list-style-type: none"> • Successfully completed a Upper Intermediate level (IELTS \geq 5.5) or • Gained an IELTS score of 5.5 or equivalent. 	Refund of un-used portion of the tuition fees paid.
12	The student has not satisfied any condition in Clause 11.	Refund is 50% of un-used portion of the tuition fees paid.
NO REFUND OF TUITION FEES – ALL COURSES		
13	Falsified documents and/or intentionally misleading information are used that have influenced the decision to offer a place in a course.	Your place in the course is reassessed and may lead to cancellation of the enrolment. Automatic disqualification from any refund if your enrolment was cancelled.
14	When a student enrolment is terminated due to a serious breach of UPC College policies and rules and/or a breach of visa conditions, including non-attendance or unsatisfactory progress.	No refund of any amount paid.
15	If an off-shore student defers their commencement date (Note: On-shore international students are not allowed to defer commencement dates except under exceptional circumstances).	Tuition fees will be held by the College until a new course commencement date. No refund if the delay is more than 2 study periods or 6 months which one if shorter.
16	If a student fails to commence his/her course or leaves and does not notify the College (Absent from classes for 4 consecutive weeks) or formally cancels his/her enrolment in the College.	Automatic disqualification from any refund and the College will invoice the student for the balance of fees owing.
17	When a student voluntarily delays to start the course without approval from the College.	No refund.
18	If a student makes a payment but the money does not reach UPC's designated bank account due to whatever reason.	No refund.

Note:

- A study period is defined as 9 studying weeks for a VET course and 10 studying weeks for an ELICOS course.
- Course cancellation and transferring are subject to the Student Transferring Policy and Procedure (See the College website).
- Where a student has requested a refund, the refunds of any monies received by the College on behalf of the student, for services other than tuition fees, must be requested directly from the company delivering the services. Students will be subject to that company's refund policy. The student will be advised on how to contact these companies in the refund calculation letter.

How to claim a refund

Provider default - Where the refund is generated by the College default, the College will initiate the refund process on the date of the decision and notify the student within 10 working days from the decision date. A refund letter with calculations showing fees to be refunded will be sent to the student. No administration fees.

Student default or withdrawal - To claim any refund, the student must complete a **Refund Application Form** and submit it with their course fee receipt and certified copies of any supporting documents (such as visa refusal letter, etc.). The College will respond in writing to the refund request with an explanation of the student's current financial status and calculations showing the refund payable to the student or the amount owed to the College by the student within 10 working days from the receipt of the Refund Application Form and supporting documents.

Appeal and refund payment - In both situations, the student will have 10 working days to lodge an appeal if he/she is not satisfied with the College's decision. The payment will be processed within 10 working days from the date the College receives the Refund Acceptance Letter. The refund will be paid in Australian dollars to the person or bank account nominated in the Refund Application Form regardless who initially paid the tuition fee. An identification check may be initiated if there are any doubts about account details shown in the Refund Application Form. For overseas refund payment, an international money transfer fee will be deducted from the refund amount. The refund policy does not remove the student's right to appeal the refund decision and calculations made by the College.

** End of the Tuition Fee Refund Policy and Procedure **