



Learn Smarter • Learn Better

University Preparation College

Sydney • Australia ACN 116 021 535 RTO 91364 CRICOS 02751M

TUITION FEE REFUND POLICY AND PROCEDURE FOR DOMESTIC STUDENTS

(EFFECTIVE FROM March 2022)

The College will pay a refund to a student or an intending student in certain circumstances. UPC's refund policy applies to both commencing and re-enrolling students. The applicant should read the College's Refund Policy and Procedure. It is summarised below.

Administration and other fees

- a. Administration fee:
 - Full qualification - All refunds will incur an administration fee of three hundred dollars (\$AU300) unless otherwise specifically stated.
 - Short courses (such as Skills sets, First Aid etc) - The administration fee will be \$50 unless otherwise specially stated.
- b. Learning material fee – All learning materials provided by the College should be return in good conditions. Otherwise, a fee will be charge (See Letter of Offer)
- c. Bank transfer fee (if applicable) will be deducted from the refunded amount.

****This policy applies to all domestic students irrespective of who pays the fees.**

Refund Conditions

Definitions: There are two situations that affect the calculation and processing of a refund.

The College Default

This occurs:

- a. when the course does not begin on the agreed commencement date and an alternate date or course is not available or acceptable to the student's circumstances, or
- b. when the course ceases to be provided at any time after it commences but before it is completed, or
- c. in the unlikely event that the course is not provided in full to the student because of a government directive or sanction imposed on the registered provider.

Student Default

This occurs when the student directly or indirectly indicates he/she is not going to commence or continue in the course.

Circumstances:

1. The student does not commence the course on the agreed start date;
2. The student withdraws or cancels their enrolment in the course;
3. The student fails to pay fees due to the College in order to undertake or continue in the course;
4. The student's enrolment is terminated by the College due to a serious breach of the College policy and/or rules.

REFUND OF COURSE FEE - THE COLLEGE DEFAULT CASE

A refund of 100% of the un-used portion of fees will be granted under the following circumstances.

When the course does not begin on the agreed commencement date and an alternate date or course is not available or acceptable to the student's circumstances, or	The College will calculate and supply a letter explaining the refund calculation within 2 weeks of the College decision. No administration fee is applied.
When the course ceases to be provided at any time after it commences but before it is completed, or	
In the unlikely event that the course is not provided in full to the student because of a government directive or sanction imposed on the College	

REFUND OF COURSE FEE - STUDENT DEFAULT CASE

The following conditions are applied in case of student default. The student must pay the Administration fee of \$300. The amount of refund is determined as follows.

Full qualification courses	
Nature of enrolment (Government funding students)	Amount of refund
Smart and Skilled students (Exemption)	No refund (student contribution fee is nil)
Smart and Skilled students (Concession)	No refund (student contribution fee is \$240 offset with the administration fee)
Smart and Skilled students (Standard subsidised tuition fee) <ul style="list-style-type: none"> Withdraw from the courses two (2) weeks before the commencement of the course Withdraw less than 2 weeks before the commencement of the course After the commencement date of the course 	Full refund of the student contribution fee deduct with \$300 administration fee 50% refund of the student contribution fee deduct with \$300 administration fee No refund of the current study period
Nature of enrolment (Fee-for-service students)	Amount of refund
<ul style="list-style-type: none"> withdraw from the courses two (2) weeks before the commencement of the course Less than 2 weeks before the commencement of the course After the commencement of the course 	Full refund deduct \$300 Administration fee No refund of the current study period No refund of the current study period

Short courses and skills set	
Student informs the College to withdraw from the course two (2) weeks before the commence of the courses.	Full refund deduct \$50 administration fee.
Student does not attend the course as specified in the enrolment forms.	No refund
Student attended but has not completed the course.	No refund.
No Refund of Tuition Fees – All Courses	
Falsified documents and/or intentionally misleading information are used on application forms 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
When a student voluntarily delays starting the course without approval from the college	No refund of the un-used portion of the course fee
If a student makes a payment but the money does not reach UPC's designated bank account due to whatever reason	No refund.

HOW TO CLAIM A REFUND

Provider Default

Where the refund is triggered due to the College Default situation, the College will initiate the refund processing from 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 for confirmation. Payment (if any) is processed within 20 working days from the date the College receives the Refund calculation Letter accepted and signed by the student. No administration fee is applied.

Student Default or withdrawal

To claim any refund, the student must complete a Refund Application form and returns it with their course fee receipt.

The College will respond in writing to the refund request with 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.

Payment (if any) is processed within 20 working days from the date the College receives the Refund calculation accepted and signed by the student.

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 end of the appeal period. The refund will be paid in Australian dollars to the person or bank account nominated in the Refund Application Form regardless of who initially paid the tuition fee. The refund policy does not remove the student's right to appeal the refund decision and calculations made by the College according to the complaints and appeals policy.

The refund policy does not remove the student's right to appeal the refund decision or calculations made by the College according to the complaints and appeals policy.