



## Refund Policy for Domestic Students

Policy Area: Management

Approval: Principal

Signature:

Date:

### 1. OVERVIEW

Sheridan has developed this policy for domestic students in accordance with the Higher Education Standards Framework 2021. A copy of this policy must be given to all intending and enrolling domestic students before any course fees are paid. This policy is available on the Sheridan website.

Tuition fees for Sheridan courses are subject to annual review and the annual tuition fee for a calendar year of study may change on 1 January each year. Thus, tuition fees for units studied will be at the rate applicable at the time of study.

Domestic students are required to pay their tuition fees up-front in full for the first term of study, unless other arrangements have been agreed to in writing by the Registrar. The amount of the fees will take account of any subsidy or scholarship provided by Sheridan.

Students who elect to not take a full-time load in any one study period need to keep in mind how they will organise their time in future study periods in order to complete their course on time.

In the event that an offer of a place is withdrawn by Sheridan on the grounds that the original offer was made on the basis of incomplete or incorrect information supplied by the student, Sheridan reserves the right to withhold 10% of the tuition fees paid for the first half-year (or \$1000 whichever is the lesser amount) and to refund the balance.

### 2. RESPONSIBILITY AND ACCOUNTABILITY

Initial approval of policy and later amendments:	Executive Principal
Amendment of procedures consistent with the policy:	Director of Student Services, Registrar
Distribution of policy:	Executive Principal
Implementation of policy:	Executive Principal, Director of Student Services, Registrar
Monitoring and compliance of policy:	Academic Council
Evaluation and recommendations for amendments:	Academic Council, Executive Principal, Director of Student Services, Registrar

### 3. REFUNDS IF THE STUDENT DEFAULTS

A student may withdraw from a unit at any time before the census date without financial penalty. Students who withdraw will be refunded for the remaining days/weeks of the unit/s. A notice of withdrawal must be completed and submitted to the Registrar. The date of withdrawal will be recorded as the date the official request for withdrawal is submitted.

If a student chooses to withdraw after the census date of an academic term, no refund of the fees for

that unit will be made. However, students will still receive a full refund for any subsequent teaching periods for which they have paid, but have not started.

A student withdrawing from a unit of study may elect to have their refund credited towards payment for a future unit.

Withdrawing due to compassionate or compelling circumstances may be accepted as grounds for a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Compassionate or compelling circumstances may include:

- Illness or disability
- Failure to meet entry requirements
- Death the student or close family member (parent, sibling, spouse or child) political, civil or natural event which prevents full payment of fees

Domestic students are subject to the provisions of the *Variation of Enrolment Policy* as it relates to withdrawing from units and the consequences according to the time in a study period that action occurs. The *Variation of Enrolment Policy* is available on Sheridan's website.

Students will be provided a full refund if they choose to withdraw for whatever reason before the commencement of their course or unit.

NB: An academic penalty will be incurred if the withdrawal takes place after the census date. In extenuating circumstances students may request a special exception to be decided by the Academic Principal, however evidence will need to be submitted along with the request.

Students who withdraw before the census date will be charged on a pro rata rate, per class time that has occurred during the time the student has been enrolled in the unit.

#### **4. REFUNDS IF THE PROVIDER DEFAULTS**

Students are advised that Sheridan tuition is assured by the Australian Baptist Education Inc. network of schools.

#### **5. REFUNDS IF SHERIDAN CANCELS THE ENROLMENT**

Sheridan reserves the right to withdraw a unit(s) or course(s) from offer at Sheridan and the enrolment is cancelled, all prepaid fees will be refunded.

If the student's enrolment is cancelled by Sheridan due to misconduct, prepaid fees for weeks not attended will not be refunded.

#### **6. OTHER INFORMATION CONCERNING THE REFUND OF TUITION FEES**

The refund or response to a refund request is to be made within four (4) weeks of receipt of the written claim from the student by the Registrar.

As it is the student only who enters into the written agreement with Sheridan, and no third party is normally involved, the refund will normally be paid to the student. If the student wishes the refund to be paid to someone else (eg. in the event that the tuition fees were paid by another person), the student must provide a letter of authority signed by the student and the receiving party, including account details of the receiving party, enabling Sheridan to pay the other party. The letter should be attached to the request for refund.

For current students, Refund Request Forms are available from the Registrar's Office. This should be submitted to the Registrar in person, by email or post.

A notice of withdrawal due to exceptional circumstances may be accepted as grounds for a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Exceptional circumstances may include:

- illness or disability

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- death of the student or a close family member (parent, sibling, spouse or child)

This policy and agreement, and the availability of the *Student Grievance Policy*, do not remove the right of the student to take further action under Australia's consumer protection laws. Moreover, Sheridan's grievance procedures do not circumscribe the student's right to pursue other legal remedies.

## 7. APPENDIX: DOCUMENT HISTORY AND VERSION CONTROL RECORD

**Document Title:** Refund Policy for Domestic Students

**Source Documents:** *Adapted with permission from:*  
Australian College of Theology Refund Policy and Agreement for Overseas Students

**Associated Internal Documents:** Admissions Policy  
Variation on Enrolment Policy

**Associated External Documents:** Higher Education Standards Framework 2021  
National Code of Practice for Providers of Education to Overseas Students 2018

**Authorised Officer:** Executive Principal

**Approved by:** Mr Darren Smith

**Date of Approval:** 28 Sep 2021

**Date of Next Review:** Oct 2022

Version Number	Version Date	Authorised Officer	Amendment Details
0.01	21 Apr 2017	N/A	Draft prepared for Sheridan College
1.00	21 Apr 2017	Executive Principal	Approved for implementation
2.00	22 Apr 2021	Executive Principal	Reviewed by Admissions subcommittee with minor changes.
2.01	28 Sep 2021	Executive Principal	Annual review; formatting changes plus updated reference to HESF 2021