



## Refund Policy for Overseas Students

Policy Area: Governance

Approval: Chairperson, Board of Directors

Signature: *M. J. Smith* Date: 28/9/2021

### 1. OVERVIEW

Sheridan has developed this policy and agreement in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

A copy of this policy must be given to all intending and enrolling overseas students before any course fees are paid. This policy and associated forms are 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.

Overseas students are required to pay the tuition fees for each academic term up-front and in full, unless other arrangements have been agreed to in writing by the Registrar. The amount of the fees will take account of any subsidy provided by Sheridan. Where the course duration is one year or longer, Sheridan will not accept more than 50% of the course tuition fees before course commencement.

### 2. RESPONSIBILITY AND ACCOUNTABILITY

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

### 3. WITHDRAWING FROM A UNIT OR COURSE OF STUDY

A student may withdraw from a unit or course at any time during their course of study. However, students need to be aware of the consequences of such an action based on the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Overseas 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.

#### 3.1. Refunds if a student withdraws prior to commencement

Students will be provided with a full refund of all fees paid if they choose to withdraw for whatever reason before the administration date of their course.

#### 3.2. Refunds if a student withdraws during a course of study

Students may withdraw before the Census Date and receive a refund of their course fees for weeks not attended. If a student chooses to withdraw after the Census Date, no refund of the fees for that unit will be made. However, students will still receive a full refund for any subsequent academic terms for which they have paid, but have not yet commenced.

The date of request for a refund is determined by the date of submission of the Variation of Enrolment Form to the Registrar.

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

Withdrawal 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:

- inability to obtain a student visa
- illness or disability
- failure to meet English language requirements for admission
- death of the student or a close family member (parent, sibling, spouse or child)
- political, civil or natural event which prevents full payment of fees.

#### 3.3. Refunds if Sheridan cancels enrolment

Sheridan reserves the right to withdraw units or courses from offer at its discretion. If a student is unable to enrol in a similar course or unit at Sheridan and their enrolment is cancelled, all prepaid fees will be refunded.

In the event that Sheridan withdraws an offer of a place 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.

If Sheridan cancels a student's enrolment prior to the Census Date as a result of student misconduct or a breach of visa conditions, prepaid fees for weeks not attended will be refunded. Cancellations after Census Date as a result of these circumstances will not be eligible for a refund.

#### 3.4. Refunds if Sheridan defaults

If Sheridan defaults, refunds are covered by the Tuition Protection Scheme (TPS). Students are advised that tuition payments to Sheridan are also assured by Australian Baptist Education Inc.

As an alternative to making a payment required by this provision of the Act, Sheridan may arrange for another course, or part of a course, to be provided to the student at Sheridan's expense.

#### 4. SUBMITTING A REQUEST FOR A REFUND

All requests for refund of any monies must be made in writing to the Registrar.

For students who have not yet commenced their studies, a request for a refund must be made in writing or by email to the Registrar. Requests must be signed by the student. A record of the decision in relation to the refund request will be put in writing and the student will be informed of the decision.

For current students, Refund Request Forms are available from the Registrar. This should be submitted to the Registrar by email or post. Requests must be signed by the student.

Sheridan must pay the refund or respond to the request within four (4) weeks of receipt of the written claim and supporting documents from the student by the Registrar. Where a student is entitled to a refund of fees arising from 'Provider Default', the refund will be paid within 2 weeks of the date of the provider default.

Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the student in writing, and will be paid in Australian dollars, unless compelling circumstances exist that require payment in another currency. Where a refund is approved for payment in another currency, the student will be responsible for covering any costs associated with bank fees or currency transactions.

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.

In circumstances where a student is approved to study at another institution in Australia, refunds may be paid directly to the new institution accepting the student. Refunds in the form of transfer of fees to another institution will be made subject to the student presenting evidence of acceptance into that institution.

#### 5. RIGHT TO APPEAL A REFUND DECISION

If a student disagrees with a refund decision or action of Sheridan they can take action outlined in the *Student Grievance Policy*.

This Policy and the availability of complaints and appeals processes does not remove the right of any student to take action under Australia's consumer protection laws or other legal remedies. For more information as to student rights of appeal, contact the Overseas Students Ombudsman <http://www.oso.gov.au/>.

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

<b>Document Title:</b>	Refund Policy for Overseas Students
<b>Source Documents:</b>	<i>Adapted with permission from:</i> Australian College of Theology Refund Policy and Agreement for Overseas Students
<b>Associated Internal Documents:</b>	Admissions Policy Variation on Enrolment Policy
<b>Associated External Documents</b>	Higher Education Standards Framework 2015 National Code of Practice for Providers of Education to Overseas Students 2018
<b>Authorised Officer:</b>	Executive Principal
<b>Approved by:</b>	Mr Darren Smith
<b>Date of Approval:</b>	28 Sep 2021
<b>Date of Next Review:</b>	Oct 2022

Version Number	Version Date	Authorised Officer	Amendment Details
0.01	26 Sep 2011	N/A	Draft prepared Sheridan College and Vose College of Higher Education
0.02	29 Jan 2013	N/A	Revised by Sheridan College Board subcommittee for Sheridan College Board of Directors
1.00	02 Mar 2013	Chairperson, Board of Directors	Submitted to TEQSA for Sheridan College HEP registration: Attachment 8.2 Refund Policy and Agreement for Overseas Students
1.01	26 Aug 2013	Chairperson, Board of Directors	Changed "dispute resolution" to "grievance" (p.2, section 5, para.6)
1.02	16 Dec 2014	Chairperson, Board of Directors	Change to version control box
1.03	13 Jun 2017	Executive Principal	Review to ensure Threshold compliance
1.04	15 Apr 2019	Executive Principal	Review to ensure compliance with National Code of Practice for Providers of Education and Training to Overseas Students 2018.
2.00	9 Jun 2021	Executive Principal	Full review and extensive modifications by Admissions subcommittee of Academic Council
2.01	28 Sep 2021	Executive Principal	Annual review; minor edits only