



Application for Refund Form

This form must be used to apply for a refund of your tuition fees. It can be lodged in person at the Institute or posted to: Sunshine College of Management Pty Ltd, 18 Withers Street Sunshine VIC 3020, Australia

Please note:

- You should read the refund policy when completing this form
- Application for refund will be dealt with in accordance with SCM's Policy & Procedure
- Any supporting documents relevant to your application should be attached to the form

Personal Details		
Family Name:	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>	
Given Name:	Date of Birth:	
Address:	Suburb/City:	Post Code:
Student ID No:	Contact No:	
Email:		
Course:		

Refund Policy

The refund policy relates to the tuition fees paid including the circumstances in which the College is able or unable to refund all or part of the tuition fees paid, how to apply for a refund and how refunds are paid. In accordance with section 46D of the ESOS Act, in the event of a Provider default, the Provider must either:

- (a) arrange for the student to be offered a place in a course at the College's expense; or
- (b) pay a refund to the student of "unspent tuition fees",

Definitions:

Default day refers to:

- the agreed starting day or
- the day on which the course ceases to be provided; or
- the day on which the student withdraws from the course or
- the day on which the College refuses to provide, or continue providing, the course to the student

Tuition fees refers to

- fees received, directly or indirectly, from an overseas student or intending overseas student and does not include material or application fees

Procedure:

Refund Application Form

Version: 6.0 July 2018



You will receive a refund in the following circumstances (except where you have already withdrawn):

1. Provider default

College default event	Refund Entitlement	Refund arrangements
1.1 The course fails to start on the agreed starting date.	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, the College may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College
1.2 The course ceases to be provided by the College after it has started, but before it is completed by the student.	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, the College may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College
1.3 The course is not able to be provided to you in full because the College has had a sanction imposed by a government regulator	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day.
1.4 an offer of a place is withdrawn by THE COLLEGE and no incorrect or incomplete information has been provided by the student	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 14 days of the default day. Alternatively, the College may offer the student a place in an alternative course at no additional cost of the originally offered course of study. Should the student accept the place offered in another course they will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College

1.5 The Tuition Protection Service (TPS) for International Students

In the unlikely event the College is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The following process must be followed in the event of provider default:

Step 1 – Provider default occurs

The College defaults if:

- the course did not start at the location on the agreed starting day

Refund Application Form

Version: 6.0 July 2018



- the course ceased to be provided at the location at any time after it commenced but before its completion
- the college is prevented from providing a course at a location because a sanction has been imposed under part 6 of the ESOS Act 2000
- the course was not provided in full because a condition has been imposed on the registration of the College on CRICOS, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

Step 2 - Notifying the Secretary, the TPS Director and students

- Under section 46B of the ESOS Act, the College must notify the Secretary and the Tuition Protection Scheme (TPS) Director of the default within 3 business days of the default occurring. The College must also notify affected students. All notices of any such default must be in writing.

Step 3 - Provider obligation period

- Under section 46D of the ESOS Act, the College has 14 days after the default day to satisfy its tuition protection obligations to affected students studying on a student visa.

Step 4 - Notification of the outcome - discharge of obligations

- Under section 46F of the ESOS Act, the College has 7 days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the ESOS Act.
- If the College does not meet its obligations affected students studying on a student visa may be assisted by the TPS Director.

Refunds in other cases

Event	Refund Entitlement	Refund arrangements
a student cannot commence the course because of illness or a disability compassionate or compelling circumstances where there is death of a close family member of the student (parent, sibling, spouse or child)	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation
at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events	A refund of all unspent tuition fees	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation
packaged offer for multiple course	Subject to student default listed below for the current/initial course. Subsequent courses unspent tuition fees will be refunded less a \$200 administration fee	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Paid within 4 weeks upon receipt of application and supporting documentation

Refund Application Form

Version: 6.0 July 2018



2. Student Default

An international student or intending overseas student defaults, in relation to a course at a location, if:

- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);
- (b) the student cancels their enrolment in a course (either before or after the agreed starting day);
- (c) the College refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount they were liable to pay the College, directly or indirectly, in order to undertake the course;
 - (ii) the student breached a condition of his or her visa;
 - (iii) misconduct by the student (Refer to the Student Code of Conduct and the Student Discipline Policies).

Note: Student Default **does not include** student visa refusal.

Student default event	Refund Entitlement	Refund arrangements
2.1 The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn)	No Refund for the first study period in which your enrolment was cancelled A refund of unspent tuition fees for subsequent study periods (if applicable)	You must apply for a refund as outlined under <i>How to apply</i> for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.2 If a student has supplied incorrect, incomplete falsified or fraudulent information and as a result the College withdraws the offer or terminates your enrolment.	<i>If the College withdraws your offer of a place before you have completed for your first study period</i> A refund of all unspent tuition fees less a \$200 administration fee. <i>If the College terminates your enrolment after you have completed your enrolment for your first study period.</i> You will not be refunded any tuition fees already paid for: <ul style="list-style-type: none"> • study periods previously undertaken prior to the study period in which your enrolment was terminated, or • the study period in which your enrolment was terminated 	You must apply for a refund as outlined under <i>How to apply</i> for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.3 The College refuses to provide or continue to provide the course to you because you breached a condition of your visa.	You will not be refunded any tuition fees already paid for: <ul style="list-style-type: none"> • study periods previously undertaken prior to the study period in which you breached the condition of your visa, or • the study period in which you breached the condition of your visa 	You must apply for a refund as outlined under <i>How to apply</i> for a refund Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing
2.4 The College refuses to provide or continue to provide the course to you because you have been found to have engaged in	You will not be refunded any tuition fees already paid for:	You must apply for a refund as outlined under <i>How to apply</i> for a refund



<p>misconduct in accordance with the student code of conduct and/or discipline policies and procedures and the College has terminated your enrolment</p>	<ul style="list-style-type: none"> • study periods previously undertaken prior to the study period in which your enrolment was suspended or terminated, or • the study period in which your enrolment was suspended or terminated 	<p>Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.5 Where the College terminates the student's enrolment, due to a failure to comply with College policies, or unsatisfactory course progress or attendance</p>	<p>No Refund</p>	
<p>2.6 If written notice of withdrawal is received more than 28 days prior to commencement date 2.7 and 2.8 are the same, if we have prior to commencement or less than 28 days no refund</p>	<p>A refund of all unspent tuition fees less a \$200 administration fee.</p>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund</p> <p>Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.7 If written notice of withdrawal is received 0- 28 days prior to commencement date except for the reasons set out in 1.4</p>	<p>A 50% refund of all unspent tuition fees less a \$200 administration fee.</p>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund</p> <p>Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing</p>
<p>2.8 Where a student has not met the conditions included in the letter of offer and written notice of withdrawal is received 0- 28 days prior to commencement date</p>	<p>No Refund</p>	
<p>2.9 If written notice of withdrawal is received after the commencement date</p>	<p>No Refund</p>	
<p>2.10 The College refuses to provide or continue to provide the course to you because you failed to pay an amount owing to the College in order to undertake the course.</p>	<p>A refund of all unspent tuition fees less a \$200 administration fee.</p>	<p>You must apply for a refund as outlined under <i>How to apply</i> for a refund</p> <p>Paid within 4 weeks of receipt of your refund application to you or a person nominated by you in writing.</p> <p>You must pay/settle any other debts owing such as material fees. The College</p>

Refund Application Form

Version: 6.0 July 2018



		may deduct such payments from the amount refundable.
Visa default event	Refund entitlement	Refund arrangements
3.0 Where an on shore student is renewing their visa and the outcome is refused	No Refund	
3.1 Where a student is unable to obtain a student visa (off shore)	A refund of all unspent tuition fees less a \$200 administration fee.	The College will arrange for a refund of these fees to you or a person nominated by you in writing within 20 working days of your visa being refused
3.2 Where a student's visa is cancelled during enrolment	No Refund	

3. How to apply for a refund

Provider default	How to apply	Refund Payments
Defaults 1.1, 1.2, and 1.3	The College will arrange for a refund of these fees to you or a person nominated by you in writing. Alternatively, the College may offer you a place in an alternative course at no additional cost of the originally offered course of study. Should you accept the place offered in another course you will be asked to sign a document to indicate that you have either accepted the refund or place in another course offered by the College	Paid within 14 days of the default day
Student default	How to apply	Refund Payments
Defaults 2.1, 2.2, 2.6, 2.7, 2.10	You will need to complete and submit an application for refund along with supporting documentation (where applicable).	Paid within 4 weeks of receipt of your refund application.
Refusal of Student Visa	How to apply	Refund Payments
Defaults 3.1	You do not need to apply for a refund. The College will arrange for a refund of fees to you.	Paid within 20 working days of your visa being refused.

Refund Application Form

Version: 6.0 July 2018



4. Outcomes of refund decisions

- 4.1 The outcome of the refund assessment will be provided by written notice to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- 4.2 Refunds will be paid in Australian dollars to the person who made the original payment.
- 4.3 Where a student does not agree with the refund decision, he or she may access the College's Complaints and Appeals process.
- 4.4 This process does not circumscribe the student's rights to pursue other legal remedies.

NOTE: The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia's Consumer Protection Laws.

In all of the above cases, course commencement date is the date indicated on the student's most current and approved e-CoE. There will be no refund of any bank or courier charges

Reason for Refund		
<input type="checkbox"/> Withdrawal from the Course	<input type="checkbox"/> Refusal to grant a Student Visa (off shore)	<input type="checkbox"/> SCM cancels program or unable to provide the program (Provider Default)
Other (Please Specify)		

Student Declaration:

- I have read and understand Sunshine College of Management Pty Ltd policy in relation to student Refunds
- I confirm the information provided is true and correct.
- I understand I will be informed of the outcome of this request in writing including the reasons for the outcome.
- I have read and understood SCM's Complaints and Appeals Process.

Student Signature:	Date: / /
---------------------------	---------------------

OFFICE USE ONLY

Application Approved Yes No

Comments: _____

Total refunded AUD\$

Deductions AUD\$

Amount to be refunded AUD\$