
FEE REFUND POLICY

PURPOSE

The purpose of this policy is to undertake the following:

- Provide guidance to organisation staff and students regarding the approach the New Cambridge College Sydney (NCCS) with use in managing requests for fee refunds
- Provide guidance on how organisation will manage requests for course cancellations including transfers in relation to course fees received
- Address the requirements of all relevant legislations including Standards for Registered Training Organisation, National Code and ESOS Act.

RESPONSIBILITY

Accounts Manager and Operations Manager are responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implements its requirements.

REQUIREMENTS

1. Enrolment fees are non-refundable in all cases
2. A \$500 Administrative fee will be charged to process refunds
3. Non-tuition fees such as material fees, CoE reissuance fees, credit transfer application fees etc are non-refundable apart from when the student visa is cancelled before the course start date
4. All refunds will be calculated based on tuition fees received by the organisation
5. No course fees will be refunded if the student is scheduled to study in another course within the organisation. Refundable amount will be adjusted in future payments for the same course
6. Where a refund is approved, New Cambridge College Sydney will make payment of refunds within 28 days of receipt of Fee Refund Application Form. Fee refunds will be made 14 days after receipt of application when NCCS defaults
7. NCCS retains the right to decrease the amount of the chargeable Administrative Fee and fees retained in exceptional circumstances
8. No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party
9. The refunds will be processed to any nominated account student has provided on the completed Fee Refund Application Form
10. No refunds will be paid to overseas bank accounts
11. All refund applications must be approved by PEO or Operations Manager
12. If a refund request is refused by NCCS a student may appeal NCCS decision through its complaints and appeals procedure. This policy does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees
13. The refund policy is subject to review from time to time. Students and other stakeholders are recommended to access the latest version of the policy from NCCS website
14. Where New Cambridge College Sydney is unable to provide a refund, or offer you an alternative course, the Tuition Protection Service (TPS) operated by the Australian Government will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information, visit the TPS website www.tps.gov.au

METHOD

Note: The \$500 Administrative fee will be charged to process refunds under all categories specified below.

Visa Rejection/Cancellation

Before scheduled course start date

If a student visa has been refused by Immigration before the student course start date, NCCS will refund all course fees received, less 5% of the course fees (up to a maximum amount of \$500).

Due to fraudulent documentation or false and misleading information before scheduled course start date

NCCS will not refund any fees if a student's visa has been refused due to fraudulent documentation or false and misleading information.

Student Visa Cancellation after scheduled course start date

If a student visa has been refused by Immigration after the student course start date, NCCS will refund all course tuition fees received, on a pro rata basis. Calculations will be conducted based on 36 weeks of tuition period within a year.

Student Default and Cancellation

Student Cancellation before scheduled course start date

If a student submits the "*Fee Refund Application Form*" with all other relevant evidence as per organisational policies and procedures 28 days before the start of their course, NCCS will refund all course tuition fees, less 5% of the course fees (up to a maximum amount of \$500).

NCCS will not refund any tuition fee if "*Fee Refund Application Form*" with all other relevant evidence is received less than 28 days before the start of their course.

Student Cancellation after scheduled course start date

NCCS will not refund any fees if a student withdraws after their course start date. NCCS will also not refund any fees if student decides to withdraw the Administrative Appeals Tribunal (AAT) application on their visa refusal and wishes to cancel enrolments with NCCS.

Students Transfer to another course within NCCS

All unused course fees received will be automatically transferred to the next course student is studying within the organisation. Calculations will be conducted based on 36 weeks of tuition period within a year.

Provider Default

NCCS defaults if a course does not commence on the designated day or is cancelled after it has started. No student will be disadvantaged, and a full refund of all course fees will be made if alternative arrangements are made so that the commencement date is more than 14 days from the original commencement date.

If you are enrolled in a course that NCCS cancels or stops providing after the course has started, then NCCS will refund all tuition fees received, on a pro rata basis. Calculations will be conducted based on 36 weeks of tuition period within a year.

All calculations within the above three cases are calculated based on information provided in Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014. For further details and calculation examples, see <https://internationaleducation.gov.au/Regulatory->

[Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](#)

ASSOCIATED DOCUMENTS AND FORMS

- *Fee Refund Application Form*
- *Complaints and Appeals Form*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
18/11/2022	Updated visa refusal outcomes	Samantha
26/11/2024	Updated associated documents and forms	Catherine