



The Scots College
Sydney Australia

Overseas Students Refund Policy

The College will provide a refund to an overseas student or intending overseas student in the event that the default is by a student or registered provider and the College is required under the provisions of the *Education Services for Overseas Students Act 2000* (ESOS Act), to provide a refund.

The Schedule of Fees published annually lists all fees, charges and payment options in Australian dollars. The refund policy applies to all course monies paid to the College.

Student Default and Refund

Refer to our Default Policy (Overseas Students) above for the meaning of student default.

Under section 47D of the ESOS Act the College must provide a refund if an overseas student or intending overseas student defaults.

The amount of the refund (if any) is the amount set out in the written agreement including the Acceptance of Place – Conditions of Enrolment form entered into between the College and the student.

If the College is to pay a refund to the overseas student it must pay the refund within the Provider Obligation Period.

Registered Provider Default and Refund

Refer to our Default Policy (Overseas Students) above for the meaning of Registered Provider Default.

The College may pay the students a refund of the amount, worked out in accordance with the refund specification, of any unspent tuition fees received by the College in respect of the students.

Providing a Refund in Other Cases

The College will also provide a refund if the overseas student or intending overseas student defaults and either:

- the College has not entered into an agreement that sets out refund obligations in relation to student default and meets the obligations of the National Code; or
- the College is not required to pay a refund because the student was refused a student visa.



If by agreement with the College, the student starts at the College after the commencement date, the tuition fees will be refunded on a pro-rata basis. The tuition fees applicable to the delayed start will be refunded on a pro-rata basis. Any refund application must be made, in writing, within four weeks after any of the events referred to in this agreement.

The amount of the refund will be determined in accordance with the refund specification.

If the College provides a refund under section 47E, it must give notice to the Director of the Tuition Protection Service (TPS) and New South Wales Education Standards Authority (NESA) within seven days after the end of the Provider Obligation Period (see below).

The notice must include the following:

- whether the College provided a refund under section 47E; and
- details of the student the refund was provided to; and
- details of the amount of the refund provided.

Provider Obligation Period

Refunds will be paid not later than four (4) weeks after receipt of the written application referred to above.

Right to Refuse a Refund

- In the event that a visa application is rejected or the College terminates the student enrolment prior to commencement, in which case all fees will be refunded, less Overseas Student Health Cover (OHSC), if arranged by the College.
- If the student cancels their enrolment prior to the commencement at the College for any reason other than visa rejection* then one (1) term's Tuition Fees or in the case of a boarding student, one (1) term's Tuition and one (1) term's Boarding Fees will be retained and the balance refunded.
- Failure to pay course fees.
- If the Student cancels after commencement or withdraws from the College before completion of a course, the Tuition Fees, if paid in advance, will be refunded on a pro-rata basis, provided that **one (1) week and one (1) term's notice of cancellation or withdrawal is given in writing** to the Director of Admissions.

*The College requires proof in the form of a letter confirming the rejection of a visa from the Department of Home Affairs.

Procedure for Providing a Refund

The College will only grant a refund when the following process has been followed:

1. An overseas student or intending overseas student applies for a refund, in writing, from the Director of Admissions at the College.
2. An overseas student or intending overseas student pays any outstanding debts to the College or authorises any outstanding debts to be deducted from the refund.

3. The College approves the refund under this policy.
4. Refunds will be paid directly to the persons who entered into the contract with the College unless they give written direction to pay someone else.
5. Refunds will be paid in the same currency in which the fees were paid unless it is impracticable to do so.

Refund Specification

If a refund is granted to an overseas student or intending overseas student, it must be calculated in accordance with the refund specification.

The refund specification requires that the amount of refund must be the course fees, minus the lesser of the following amounts:

- five percent of the amount of the course fees received by the College in respect of the student before the default day; or
- \$500.

Notification of Discharge of Obligations

The College must provide notice to the Commonwealth (Cth) Department of Education (DET) and the Director of the Tuition Provider Service (TPS) within seven days after the end of the Provider Obligation Period.

The notice must include the following:

- whether the College provided a refund under section 47E
- details of the student the College provided a refund to
- details of the amount of the refund provided.