

PART A: INFORMATION TO STUDENTS

The following form is to be completed by students wishing to lodge a refund a decision made by Southern Cross Education Institute. Please refer to PP05 Refund Policy and Procedure which can be found in the Student Handbook, Southern Cross Education Institute website and at the reception.

How to Apply

- The refund Request will be submitted in writing by filling out the FOR11 Application for Refund Form
- The Notification of the Refund must provide all the details including the refund reason and the supporting documents, eg visa copy, emails etc
- The FOR11 Application for Refund Form will need to submit to Account Team via accounts@scei.edu.au

Processing of Refund

- All applications for refunds will be reviewed by the Accounts Department within seven (7) days from the date of lodgement of a completed FOR11 Application for Refund form.

Outcome of Refund

- If the student is entitled to a refund, the payment shall be made within four (4) weeks of receiving the student's FOR11 Application for Refund form.
- Appealing Refund Decisions
 - If a student to appeal the decision of their application for a refund, they may do so by following PP11 Complaints and Appeals Policy and Procedure, available at www.scei.edu.au

PART B: STUDENT'S DETAILS

Student ID:

Student DOB:

Student Full Name:

Student Email Address:

Student Contact Number:

Student Course/
Program Name

PART C: REFUND DETAILS

INTERNATIONAL STUDENTS

Reason for Refund, please tick

<input type="checkbox"/>	Student did not start the course on the agreed starting day
<input type="checkbox"/>	Withdrawal at least 10 weeks prior to orientation date
<input type="checkbox"/>	Withdrawal at least 4 weeks prior to orientation date
<input type="checkbox"/>	Withdrawal 2-4 weeks prior to orientation date
<input type="checkbox"/>	Withdrawal less than 2 weeks prior to the orientation date
<input type="checkbox"/>	Withdrawal on or after the commencement date
<input type="checkbox"/>	Visa refused prior to course orientation date
<input type="checkbox"/>	Visa extension is refused
<input type="checkbox"/>	Visa cancelled due to actions of the student
<input type="checkbox"/>	Provider Default
<input type="checkbox"/>	Credit Transfer
<input type="checkbox"/>	Other reason, please specify:

DOMESTIC STUDENTS

Reason for Refund, please tick

<input type="checkbox"/>	Withdrawal before commencement date
<input type="checkbox"/>	Withdrawal after commencement date
<input type="checkbox"/>	Provider Default
<input type="checkbox"/>	Other reason, please specify:

PART D: PAYMENT DETAILS FOR BANK ACCOUNT

BANK CHEQUE/BANK DRAFT

Mr/Mrs/Ms: Country:
 Address: Postcode:
 Email Address:

PAYMENT DETAILS FOR ELECTRONIC PAYMENTS

Account Name:
 Bank or BSB Number: Account Number
 Bank Name: Bank Address:
 Swift Code:
 Recommended Currency for Refund: Account Holder's Address:

PART E: REFUND POLICY

1. International Students

- 1.1. In the unlikely event of Provider Default:
 1.1.1. students will be eligible for a refund of any 'unspent pre-paid tuition fees'.
 1.1.2. refunds under Provider Default will be paid in full within four (4) weeks
 1.1.3. SCEI may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, SCEI will not be liable to refund the money owed for the original enrolment. If the student chooses to be placed in another course, the student will be required to sign a document to indicate that the student accepts the course place.
- 1.2. An international student who withdraws from a course for any reason, excluding visa rejection, up to and including ten weeks before course commencement will receive a full refund of fees minus the registration fee (non-refundable).
- 1.3. In the case where an international student's visa is rejected due to providing misleading or fraudulent information to DHA, SCEI will not provide any refund to the student.
- 1.4. In all the other cases above where an international student's visa application is rejected due to some other reasons, the tuition fees will be refunded. The FOR11 Application for Refund form must be completed and accompanied by a certified copy of the visa rejection letter from DHA.
- 1.5. In the case where an international students visa extension application is rejected by DHA or DHA cancels the students existing visa:
- 1.6. If this occurs prior to course commencement a full refund of fees will be paid
- 1.7. If this occurs after course commencement, there will be no refund of fees for the current study period. Where tuition fees have been paid for future study periods, a full refund will apply.

Situation	Eligible Refund	Evidence
Enrolment Fee	Non-refundable	<ul style="list-style-type: none"> N/A
Visa refusal prior to course commencement	Full refund of tuition fee not including enrolment fee The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount: the lesser of: (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or (b) the sum of \$500.	<ul style="list-style-type: none"> FOR11 Application for Refund form Proof of VISA Refusal
Visa refusal prior to course commencement due to providing misleading or fraudulent information to DHA	No refund of tuition or enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form Proof of VISA Refusal
Visa cancelled due to actions of the student	No refund of tuition or enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form Proof of VISA cancellation notice
Visa extension is refused by DHA	Return of unused tuition fees	<ul style="list-style-type: none"> FOR11 Application for Refund form Proof of VISA Refusal

Withdraws from course at least 10 weeks prior to agreed start date (student default)	Full refund not including enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form
Withdraws from course at least 4 weeks prior to agreed start date (student default)	75% refund not including enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form
Withdraws from course 2- 4 weeks prior to agreed start date (student default)	25% refund not including enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form
Withdraws from course less than 2 weeks prior to the agreed start date (student default)	No refund of tuition or enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form
Withdraws from course on or after the agreed start date (student default)	No refund of tuition or enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form
Abandonment without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student	<ul style="list-style-type: none"> N/A
Withdrawn by SCEI (Before the agreed start date)	Full refund including enrolment fee	<ul style="list-style-type: none"> FOR11 Application for Refund form Notice received from SCEI
SCEI is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees	<ul style="list-style-type: none"> FOR11 Application for Refund form Notice received from SCEI
The course is not provided fully to the student because SCEI has a sanction imposed by the government regulator	Return of unused tuition fees	<ul style="list-style-type: none"> FOR11 Application for Refund form Notice received from SCEI
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided	<ul style="list-style-type: none"> N/A
Compulsory Health Insurance (Student Visa holders only)	Refer to Overseas Student Health Cover provider	<ul style="list-style-type: none"> FOR11 Application for Refund form
Homestay fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two weeks' notice is given	<ul style="list-style-type: none"> FOR11 Application for Refund form
Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival	<ul style="list-style-type: none"> FOR11 Application for Refund form
Transfer to another provider	Return of unused tuition fees	<ul style="list-style-type: none"> FOR11 Application for Refund form

2. Domestic Students

2.1 A student who formally withdraws from a unit of study on or before the census date for their course:

- 2.1.1. is entitled to a refund of their tuition fees; and
- 2.1.2. Does not incur a VET Student Loan debt

2.2. A student who formally withdraws from a unit of study after the census date for their course:

- 2.2.1. is not entitled to a refund; and
- 2.2.2. will incur the full VET Student Loan debt liability.

2.3. A student who formally withdraws from a unit of study after the census date, due to special circumstances, may apply for their VET Student Loan debt to be remitted, refer to PP45 Student Review Requirements & Re-crediting a VET Student Loan Balance Policy and Procedure

3. Applying for Refund

3.1. All applications for refund must be made in writing by completing FOR11 Application for Refund form and submitted to the Student Administration Department who will then forward it on to the Accounts Department for consideration and processing.

3.2. All applications for refunds will be processed by the Accounts Department within seven (7) days from the date of lodgement of a completed FOR11 Application for Refund form.

3.3. If the student is entitled to a refund, the payment shall be made within four (4) weeks of receiving the student's FOR11 Application for Refund form.

4. Appealing Refund Decisions

4.1. If a student to appeal the decision of their application for a refund, they may do so by following PPT11 Complaints and Appeals Policy and Procedure, available at www.scei.edu.au

4.2. The PPT11 Complaints and Appeals Policy and Procedure does not remove a student's right to take action under Australia's consumer protection laws.

4.3. SCEI's dispute resolution process does not remove the student's right to pursue other legal remedies where they feel necessary.

5. The Tuition Protection Service (TPS)

5.1. Southern Cross Education Institute, at its own cost, participates in the Tuition Protection Service (TPS) to protect the interest of both SCEI and its students. TPS is an initiative of the Australian Government to assist both, international students as well domestic students studying accessing VET student loans, whose education providers are unable to fully deliver their course of study. The TPS ensures that students are able to either:

- 5.1.1. complete their studies in another course or with another education provider, or
- 5.1.2. receive a refund of their unspent tuition fees.

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

5.3. The Tuition Protection Service (TPS) aims to protect the considerable investment international students make in Australian education, and to protect and enhance Australia's global reputation

PART F: STUDENT DECLARATION

All of the information provided is true and correct to the best of my knowledge

I have read and understood the SCEI PP05 Refund Policy and Procedures the Southern Cross Education Institute and acknowledge that my refund will be processed in accordance with that policy Week 2 of the course/program commencement date.

Student Name:

Student Signature:

Date:

PART G: FORM SUBMISSION

Email to: **accounts@scei.edu.au**

Ensure that all the supporting documents (if applicable) are attached with this application.

PART H: OFFICE USE ONLY

Refund Approved?	Yes	No
If Yes, how much refund is approved?	\$	

Approved by:

Date: