



SYDNEY FILM SCHOOL

Name	Refunds for International Students		
What is the purpose of this policy?	To ensure that Sydney Film School (SFS) is fair and equitable when dealing with requests for a refund.		
Version	#6	Next review	July 2017
What law applies?	The National Code 2007 (ESOS): Standard 3. The RTO Standards 2015: Standard 5.3		
Who is affected by this policy?	Who has rights?	Who has responsibilities?	
	International students	General manager Student Registrar Accounts Officer	

Policy

SFS will be fair and equitable when dealing with requests for a refund.
SFS will provide refunds for fees paid by international students where training and assessment activities have not been delivered.

Procedure

International students can request a refund by email with supporting documentation to the Student Registrar.

Key elements of the refund policy and procedure is conveyed to students prior to enrolment in the SFS student agreement. The full refund policy and procedure is to be published on the SFS website.

International student withdraws from, or does not start, a course

If an international student withdraws enrolment 21 days or more before the commencement date of the course a processing fee of 20% of the tuition fees paid will be retained by SFS and any balance refunded to the international student.

If an international student withdraws from a course less than 21 days before the commencement date of the course or after the course has commenced, the international student will remain liable for the total course fees, and no refund will be applicable.

If an international student does not commence a course on the notified date, the international student remains liable for the total course fees, and no refund will be

applicable.

Where an international student does not complete a course, the international student will remain liable for the total course fees, and no refund will be applicable.

Requests for a refund based on compassionate or compelling circumstances (refer to SFS' *Compassionate & Compelling Circumstances Policy and Procedure*) will be considered on a case-by-case basis.

Non-attendance by an international student at classes does not constitute notice of withdrawal from a course.

School initiated cancellation of enrolment

If an international student's enrolment is terminated by SFS for misconduct, breach of international student regulations or non-compliance with visa conditions, no refund of tuition fees will be given (refer to SFS' *Student Charter* for details of what constitutes proper conduct).

International student visa not granted

In the case where an international student is not granted a visa, SFS will refund any amount paid in respect of the Tuition Fees for the relevant semester, less a processing fee of 5% or \$500 (whichever is the lesser amount). Applications for a refund in these circumstances must be made in writing to the Registrar within 14 days of the notification. The letter should include a copy, or copies of any documentation received from the Australian Embassy to confirm the refusal of the visa.

Provider default

If Sydney Film School is unable to provide a course to an international student partially or in full because the international student's course:

- i) does not start on the agreed starting day;
- ii) stops being provided after it starts and before it is completed; or
- iii) is not provided fully to the International student because SFS has had a sanction imposed;

SFS will provide the international student either:

- i) a refund of the unused portion of pre-paid tuition fees to the international student within two weeks of the day on which the course ceased being provided, or
- ii) the option of an alternative place in another course

Should SFS be unable to provide a course and not be able to pay a refund to the international student an alternative course will be arranged at another recognised and approved institution through the Tuition Protection Scheme (TPS) at no extra cost to the international student.

International student's right to take further action

This refund policy and the availability of complaints and appeals processes, does not remove the right of an international student to take action under Australia's consumer protection laws.

Payment of Refunds

Refunds will be paid within 4 weeks directly to the international student unless SFS is advised in writing to pay the refund to someone else. Refunds will be paid in Australian dollars. International students will be provided with a written statement detailing how any refund amount has been calculated.

Version Control

Approved by	Version #	Date
Management Committee	2	9 July 2009
Management Committee	3	19 October 2013
Education Operations Interface	4	29 May 2015
Education Operations Interface	5	1 July 2015
Policy and Procedure Committee	6	26 April 2016