



## SYDNEY FILM SCHOOL

<b>Name</b>	<b>Refunds for Local Students</b>		
<b>What is the purpose of this policy?</b>	To ensure that Sydney Film School ( <b>SFS</b> ) is fair and equitable when dealing with requests for a refund.		
<b>Version</b>	#6	<b>Next review</b>	January 2018
<b>What law applies?</b>	The RTO Standards 2015: Standard 5 - Clause 5.3.		
<b>Who is affected by this policy?</b>	<b>Who has rights?</b>	<b>Who has responsibilities?</b>	
	Local students	Director 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 local students where training and assessment activities have not been delivered.

### Procedure

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

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

In the event of a local student withdrawing from a VFH or VSL unit of study prior to the census date<sup>1</sup> for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and/or
- the student will not incur a VFH or VSL debt.

In the event of a local student withdrawing from a VFH or VSL unit of study after census date for that unit of study:

<sup>1</sup> \* A census date that is no earlier than 20% of the way through a VFH or VSL unit of study will be set by the School for each VFH or VSL unit of study. The School will ensure that all students are informed of the census date for each VFH or VSL unit of study in the manner and by the date prescribed in the VET Administration Guidelines and the VET Student loans Rules 2016

- no refund is applicable; and/or
- the student will incur a VFH or VSL debt.

unless there are Special Circumstances.

### **Special circumstances**

A local student who withdraws after the census date for a VFH or VSL unit of study may apply for special consideration in line with the *Re-crediting a VET FEE-HELP and VET Student Loan Balance Policy and Procedure*.

### **Provider default**

If Sydney Film School is unable to provide a course to a local student partially or in full because:

- i) the student's course does not start on the agreed starting day due to default on part of SFS;
- ii) the student's course stops being provided after it starts and before it is completed; or
- iii) the student's course is not provided fully to the local student because SFS has had a sanction imposed;

SFS will provide the local student either:

- i) a refund of the unused portion of pre-paid tuition fees to the local 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 student an alternative course will be arranged at another recognised and approved institution through the ACPET Australian Student Tuition Assurance Scheme (ASTAS) at no extra cost to the student.

### **Local student's right to take further action**

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

### **Payment of Refunds**

Refunds will be paid within 28 days of the census date of the VFH or VSL unit of study to which the withdrawal applies, directly to the local student unless SFS is advised in writing to pay the refund to someone else. Refunds will be paid in Australian dollars. Local students will be provided with a written statement detailing how any refund amount has been calculated. Refunds of VFH or VSL debts will be made in line with the *VET FEE-HELP and VET Student Loan Balance Policy and Procedure* .

## 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
Senior Management Meeting	7	22 September 2017