



SYDNEY FILM SCHOOL

| | | | |
|--|---|---|---------------|
| Name | Refunds for 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 | #7 | Next review | February 2019 |
| What law applies? | The National Code 2018 (ESOS): Standard 3. The RTO Standards 2015: Standard 5.3 | | |
| Who is affected by this policy? | Who has rights? | Who has responsibilities? | |
| | Students | Director CFO Student Services Manager & Registrar Accountant | |

Policy

SFS will be fair and equitable when dealing with requests for a refund.

SFS will provide refunds for fees paid by students where training and assessment activities have not been delivered.

Procedure

Students can request a refund by email with supporting documentation to the Student Services Manager & Registrar.

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

Local Student withdraws from, or does not start, a course

If a student withdraws 21 days or more before the Start Date of the Course any amount paid in respect of the Tuition Fees for the relevant semester will be fully refunded, except the \$200 Deposit, of which there will be only 50% of a refund (\$100).

If a student withdraws less than 21 days before the Start Date of the Course, the Deposit will be forfeited – there will be no refund of the Deposit. Any additional amount paid in respect of the Tuition Fees, over and above the Deposit amount, for the relevant semester will be refunded less a 5% administration fee.

If a student withdraws within 2 weeks of commencing the Course, the Deposit will be forfeited – there will be no refund of the Deposit. Any additional amount paid in respect of the Tuition Fees, over and above the Deposit amount, for the relevant Semester will be refunded less a 5% administration fee.

If a student withdraws more than 2 weeks after the Start Date of any Unit of Study term, there will be no refund for that term or previous terms. Students are bound to the payment schedule of their Student Agreement.

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 a student at classes does not constitute notice of withdrawal from a course.

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

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

If a 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 for that semester, and no refund will be applicable.

If a student does not commence a course on the notified date, the student remains liable for the total course fees for that semester, and no refund will be applicable.

Where a student does not complete a course, the student will remain liable for the total course fees for that semester, 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 a student at classes does not constitute notice of withdrawal from a course.

School initiated cancellation of enrolment

If a 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 Student Services Manager & 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 a student partially or in full because

the 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 student because SFS has had a sanction imposed;

SFS will provide the student either:

- i) a refund of the unused portion of pre-paid tuition fees to the 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 an 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.

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 student to take action under Australia's consumer protection laws.

Payment of Refunds

Refunds will be paid within 4 weeks directly to the student unless SFS is advised in writing to pay the refund to someone else. Refunds will be paid in Australian dollars. 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 |
| Senior Management Meeting | 7 | 12 June 2018 |