

Standards:

This Policy and procedure relates to Standard 3 – Formalisation of enrolment.

Policy Statement:

SGSCC International reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. When a student requests a refund SGSCC international will seek to review each student's application

Procedure:

1. Should SGSCC International not offer an alternative suitable course, which meets the needs of the student, then all course and registration fees will be refunded in full within 2 weeks.
2. Refund of the fees will only be granted in accordance with the refund policy set out below.
 - 2.1. Refund Policy for visa or extenuating personal situations: Applications for full refunds on course fees will be granted under the following circumstances:
 - 2.1.1. Application of student visa rejected by DIBP (Department of Immigration & Border Protection), Australia. Documentation must be provided.
 - 2.1.2. Extenuating personal circumstances such as illness or death evidentiary proof must be provided.
3. Refund policy for cancellations made 28+ days prior: Applications for a partial refund will be granted under the following circumstances:
 - 3.1. If written notice of course withdrawal is received 28 days, or more, prior to course commencement date the candidate will incur a 20% cancellation fee on all course fees.
4. Refund policy for cancellations within 28 days:
 - 4.1. Within 28 days: If written notice of withdrawal is received within 28 days of course commencement date the candidate will incur a 80% cancellation fee on all course fees.

5. Refund Policy once class has commenced:

- 5.1. If a student withdraws from, cancels, fails to attend, or a visa extension has been denied once the course has commenced a full 100% cancellation penalty will apply to all monies paid. Students are advised not to enrol if they believe their visa will not be extended.
- 5.2. If a student chooses to transfer to another provider (and is approved by SGSCC International) prior to completing six months of their course a full 100% cancellation penalty will apply to all monies paid.
- 5.3. In the event that the student's enrolment is cancelled because of infringement with SGSCC International's disciplinary policy or breach of student visa conditions a full 100% cancellation penalty will apply to all monies paid.
- 5.4. All refund requests must be provided in writing to the SGSCC International Manager with relevant supporting documents and reasons to:

International Manager
SGSCC
PO Box 404
Jannali NSW 2226

Or email to info@sgsccinternational.edu.au.

6. All refunds must be approved by the International Manager. Exemptions to any of the above cases may only occur where the student has extenuating or compassionate grounds as determined by the Principal.
 - 6.1. The ESOS Act states that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."
 - 6.2. All eligible refunds will be refunded via bank draft within 28 days of approval to the person who paid the fees, in their home

country.

- 6.3. SGSCC International will provide the student with a statement detailing the calculation of the refund.

Person Responsible:

International Manager
Finance Manager

Related Documents: