



**EXCELSIA**  
**COLLEGE**  
Sydney - Australia

**Document Name**

**REFUND POLICY DOMESTIC STUDENTS**

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## 1. PURPOSE

This Policy details the refunds payable to Domestic Students who withdraw from the course after having paid their fees to Excelsia College.

## 2. CENSUS DATE

[Census date](#) is the last date on which a student can withdraw from the course without incurring an academic or financial penalty. A student who withdraws after the census date will receive a “WN” (Withdrawn Fail) grade for each enrolled unit, and will be liable for the full fees for the enrolled units, whether those fees were paid directly to Excelsia College or deferred through FEE-HELP. Under normal circumstances a student cannot withdraw from the course after the census date without incurring a fees debt.

However, if after the census date a student becomes seriously ill, or other unforeseen circumstances over which the student has no control result in him/her being unable to continue studies, the student who withdraws can apply for special consideration which, if granted, would result in a “W” (Withdrawn) grade for each enrolled unit. An appeal must be made in writing to the Registrar using the [Student Grievance Notification](#) form, with supporting evidence of the grounds for the appeal. Appeals must normally be made within 20 working days of the publication of results at semester end. Further details are available in the [Student Grievance Policy and Procedures](#).

Special circumstances that qualify for the reversal of a failing grade, and/or the refund of fees or reversal of a FEE-HELP debt have been determined in accordance with the [Higher Education Support Act 2003](#) as circumstances which:

- were beyond your control, and
- did not make their full impact until on or after the Census date, and
- were such that they made it impractical for you to complete your study requirements.

The census dates are published on the website in the [Academic Calendars](#).

## 3. REGULATIONS GOVERNING REFUNDS

Refunds are made in the same currency as the fees were originally paid. If a student is eligible for a refund of tuition fees that were paid using a credit card, the refund will be credited back into that credit card account, less any transfer fees incurred by the transaction.

The Excelsia College Refund Policy does not remove the student’s right to take further action under Australia’s consumer protection laws. The Refund Policy does not cover default by Excelsia College. Excelsia College has [Tuition Assurance](#) to ensure money paid by a student is protected.

## 4. REFUNDS

If a student who has paid tuition fees in advance to Excelsia College or who has incurred a fees debt under FEE-HELP wishes to withdraw from the course, the following Refund Policy applies.

### 4.1 New Students

- If a student withdraws any time before the census date he/she will receive a full refund of prepaid fees less a \$200 administration fee.
- If a student withdraws after the census date there will be no refund of fees.

## 4.2 Continuing Students

- If a student withdraws any time before the census date he/she will receive a full refund of prepaid fees.
- If a student withdraws after the census date there will be no refund of fees.

As noted under “Census Date” above, there are special circumstances defined under legislation in which a student can apply for a refund of prepaid tuition fees or the reversal of a FEE-HELP debt after the census date. To approve a refund after the census date, the Grievance Committee must be convinced that the student:

- was enrolled in the unit after the census date, and
- did not complete the requirements of the unit, and
- satisfied the special circumstances requirements as outlined under census date above, and
- applied in writing within 12 months of the date of withdrawal from study.

The Student Grievance Committee will decide whether to refund prepaid fees or credit any FEE-HELP balance in accordance with the requirements of the *Higher Education Support Act 2003*.