



**EXCELSIA  
COLLEGE**  
Sydney - Australia

**Document Name**

**REFUND POLICY OVERSEAS STUDENTS**

**Document Number**

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## 1. PURPOSE

This Policy details the refunds payable to overseas students\* who withdraw from the course after having prepaid their tuition 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 penalty. Withdrawal from the course before census date will, however, incur a financial penalty of between 10% and 50% of the prepaid tuition fees, depending on the date of withdrawal. 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. The Government has a [Tuition Protection Service](#) to ensure money paid by a student is protected.

## 4. REFUNDS FOR NEW OVERSEAS STUDENTS COMMENCING AT EXCELSIA COLLEGE

For those new overseas students who have withdrawn from the course after having prepaid their tuition fees, this Refund Policy allows the following refunds:

- If a student gives written notification of their withdrawal from the course prior to the start of semester, the full tuition fees paid are refunded less a 10% administration fee.
- If a student gives written notification of their withdrawal from the course after the semester commencement date and prior to census date, 50% of the fees paid will be refunded.
- If a student gives written notification of their withdrawal from the course after the census date, there will be no refund of fees paid.
- If a student withdraws from the course after the census date as a result of serious illness, misadventure or other unforeseen circumstances that occurred after the census date,<sup>+</sup> the student can apply for special consideration which, if granted, could lead to a refund of prepaid fees. The College consults the [Higher Education Support Act 2003](#) in these matters. The Act defines the special circumstances that qualify for the refund of fees as circumstances which:
  - were beyond the student's control, and
  - did not make their full impact until on or after the census date, and
  - were such that they made it impractical for the student to complete study requirements.

To apply for special consideration, a student must make application to the Registrar within 12 months of the date he/she withdrew from the course, using the [Student Grievance Notification](#) form with supporting evidence attached. See the [Student Grievance Policy and Procedures](#) for more details.

- If a student's application for a Student Visa is rejected, a full refund of fees will be paid.
- If a student obtains permanent resident status after the census date in a semester, he/she will be classified as an overseas student for the remainder of that semester, and will be liable to pay the tuition fees applying to overseas students for that semester. From the following semester, the student will be classified as a permanent resident and will be liable to pay the tuition fees applying to domestic students.

\*See the [Education Services for Overseas Students \(ESOS\) Act 2002](#) for the definition of an overseas student.

The following table shows the application of the refund policy for new overseas students:

Withdrawal Date	Refund	Academic Result
Up to commencement of classes	90%	No result
From commencement of classes to Census Date	50%	No result
From the day after Census Date	Nil	WN (Withdrawn Fail)

## 5. REFUNDS FOR CONTINUING OVERSEAS STUDENTS

For those continuing overseas students who have withdrawn after having paid their fees, this Refund Policy allows the following refunds:

- If a student gives written notification of their withdrawal from the course prior to the start of semester, the full tuition fees paid will be refunded.
- If a student gives written notification of withdrawal from the course between the commencement of the semester and the census date, 50% of the fees paid will be refunded.
- If a student gives written notification of their withdrawal from the course after the census date, there will be no refund of fees paid.
- If a student withdraws from the course after the census date as a result of serious illness, misadventure or other unforeseen circumstances that occurred after the census date,<sup>+</sup> the student can apply for special consideration which, if granted, could lead to a refund of prepaid fees. The College consults the [Higher Education Support Act 2003](#) in these matters. The Act defines the special circumstances that qualify for the refund of fees as circumstances which:
  - were beyond the student's control, and
  - did not make their full impact until on or after the census date, and
  - were such that they made it impractical for the student to complete study requirements.

To apply for special consideration, a student must make application to the Registrar within 12 months of the date he/she withdrew from the course, using the [Student Grievance Notification](#) with supporting evidence attached. The Student Grievance Committee will make its decision in accordance with the guidelines of the *Higher Education Support Act 2003*.

- If a student obtains permanent resident status after the census date in a semester, he/she will be classified as an overseas student for the remainder of that semester, and will be liable to pay the tuition fees applying to overseas students for that semester. From the following semester, the student will be classified as a permanent resident and will be liable to pay the tuition fees applying to domestic students.