



**EXCELSIA
COLLEGE**
Sydney - Australia

Document Name

STUDENT TUITION FEES REFUND POLICY

Document Number

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1. PURPOSE

This Policy details the refunds payable to all students who withdraw from a course after having prepaid their tuition fees to Excelsia College (“Excelsia”).

2. CENSUS DATE

[Census Date](#) is the last day that a student can withdraw from a course without incurring an academic penalty. Withdrawal from a course before census date may, however, result in a financial penalty calculated on all prepaid tuition fees received by Excelsia, depending on the date of withdrawal and a student’s particular situation (e.g., Domestic or International student). A student who withdraws after the census date 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, the latter being for domestic students.

If a student withdraws from a course after the census date as a result of serious illness, misadventure or other unforeseen circumstances that occurred after the census date, 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.

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

3. REGULATIONS GOVERNING REFUNDS

Entitlement to refund and/or the calculation of penalty is based on the date when the online Withdrawal Form (not the Refund Request Form) from a course is completed and submitted online by the student (or his/her guardian if the student is less than 18 years of age).

All students are required to complete and submit the Withdrawal Form online, available on Excelsia’s website by following the link: [Excelsia Online Course Withdrawal Form](#)

All withdrawals received by any other means, e.g., by completing a printed version of the online form, submitted by mail, email, delivered by hand, or other methods, whether submitted by the student, agent, Excelsia’s staff or other persons, will not be accepted.

All students (or his/her guardian if the student is less than 18 years of age) are required to submit refund requests online in the Refund Request Form available on Excelsia’s website by following the link: [Excelsia Online Refund Request Form](#)

All refund requests received by any other means, e.g., by completing a printed version of the online form, submitted by mail, email, delivered by hand, or other methods, whether submitted by the student, agent, Excelsia’s staff or other persons, will not be accepted.

When seeking refunds due to withdrawal from a course, students (or his/her guardian if the student is less than 18 years of age) are required to complete and submit online both the Withdrawal Form and Refund Request Form.

To avoid or reduce penalty, students are encouraged to submit their Withdrawal Form and Refund Request Form as early as possible, as soon as they have all the required documents to support their withdrawal to enable an assessment of their withdrawal from a course.

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 Refund Policy of Excelsia 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 the College. The Government has a [Tuition Protection Service](#) to ensure money paid by a student is protected.

4. REFUNDS FOR NEW OVERSEAS STUDENTS*

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

- “New Students” are those who have just enrolled or paid for their very first semester at Excelsia, as well as those who may have previously enrolled with Excelsia but due to being granted Leave of Absence or Deferral continue to have prepaid fees from their very first semester at Excelsia.
- If a student submits his/her online Withdrawal Form from a course as prescribed above prior to the start of semester, his/her tuition fees paid will be refunded less applicable course withdrawal fee.
- If a student submits his/her online Withdrawal Form from a course as prescribed above from the semester commencement date and up to census date, there will be **no refund** of fees paid.
- If a student submits his/her online Withdrawal Form from a course as prescribed above after the census date, there will also be **no refund** of fees paid.
- 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.
- In all cases, **Application Fee**, unless waived with the agreement of Excelsia, will be deducted from any refund entitlement of new overseas 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, calculated on all pre-paid tuition fees for new overseas students:

Withdrawal Date	Refund	Academic Result
Prior to commencement of classes	100% of fees paid (minus course withdrawal fee)	No result
From commencement up to Census Date	Nil	No result
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 submits his/her Withdrawal Form online from a course prior to the start of semester, the full tuition fees paid will be refunded.
- If a student submits his/her Withdrawal Form online from a course from the commencement of the semester up to census date, 50% of the tuition fees paid will be refunded.
- If a student submits his/her Withdrawal Form online from a course after the census date, there will be **no refund** of fees 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.

The following table shows the application of the refund policy, calculated on all pre-paid tuition fees for new domestic students:

Withdrawal Date	Refund	Academic Result
Prior to Commencement of Classes	100% of fees paid	No result
From Commencement up to Census Date	50% of fees paid	No result
After Census Date	Nil	WN (Withdrawn Fail)

6. REFUNDS FOR DOMESTIC STUDENTS

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

- If a student submits his/her online Withdrawal Form from a course as prescribed above prior to the start of semester, the full tuition fees paid will be refunded.
- If a student submits his/her online Withdrawal Form from a course as prescribed above from the semester commencement date and up to census date, the full tuition fees paid will also be refunded.
- If a student submits his/her online Withdrawal Form from a course as prescribed above after the census date, there will be **no refund** of fees paid.

The following table shows the application of the refund policy, calculated on all pre-paid tuition fees for domestic students:

Withdrawal Date	Refund	Academic Result
Prior to Commencement of Classes	100% of fees paid	No result
From Commencement up to Census Date	100% of fees paid	No result
After Census Date	Nil	WN (Withdrawn Fail)

7. DISCLAIMER

To the extent allowed by law, Excelsia reserves the right to change or modify its Student Refund Policy. Amendments will be effective immediately upon the publication on Excelsia's website of an updated version of the Student Refund Policy. Excelsia recommends that you review the Student Refund Policy from time to time.