



**EXCELSIA
COLLEGE**
— Sydney —

Objects of Excelsia College

Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the Objects of the College are the advancement of the Christian faith and higher education.

Document Number

POL-FIN-02

Document Name

STUDENT TUITION FEES REFUND POLICY

Document Status

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Approving Authority	Management Committee	June 2022
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ABN: 50 360 319 774 CRICOS Provider Code: 002664K

1 Policy statement

This policy details the refunds payable to all students and their liabilities when they withdraw from a course after having enrolled at Excelsia College ('Excelsia').

2 Scope

This policy applies to all students who withdraw from a course and are seeking refund of prepaid fees.

3 Responsibility

- Academic Registrar – authorises withdrawal forms.
 - Chief Global Engagement and Partnership – checks and verifies.
 - Credit Controller – processes and calculates refund amount according to this policy.
 - Chief Financial Officer – checks and approves all refund requests.
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4 Definitions

For the purpose of this policy, the following definitions apply:

- **Offshore students:** These are international students that applied from outside Australia or studying through an offshore campus or at an offshore partner institution outside of Australia.
 - **Onshore students:** These are international students already studying at an institution within Australia
 - **Application fee:** fee paid to process the application that is not part of tuition fee.
 - **Census date:** is the last day that a student can withdraw from a unit without incurring a financial penalty.
 - **Withdrawal date:** the date the student withdraws from the course (not unit).
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5 Principles

5.1. Census date

Withdrawal up to census date

Withdrawal from a course before census date may 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).

Withdrawal after census date

A student who withdraws after the census date will be liable for the full fees for the enrolled units, whether those fees were unpaid at census date, or paid directly to Excelsia College or deferred

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through FEE-HELP, the latter being for domestic students. If a student had only partially paid the fees for the enrolled units, the student will still be liable for the remaining balance of their fees.

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 or partial 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 they 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](#).

5.2. Semester commencement

Withdrawals prior to semester commencement

Withdrawal from a course prior to semester commencement may also result in a financial penalty (i.e., withdrawal fee), depending on a student's particular situation (e.g., domestic or international student, continuing or new student, etc.). Refund terms for withdrawals prior to semester commencement are explained in more details below.

5.3. 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 their guardian if the student is younger than 18 years of age).

The student is 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.

The student (or their guardian if the student is younger than 18 years of age) is required to submit refund requests online via the Refund Request Form, available on Excelsia's website by following the link: [Excelsia Online Refund Request Form](#).

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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, the student (or their guardian if the student is younger than 18 years of age) is required to complete and submit online both the Withdrawal Form and Refund Request Form.

To avoid or reduce penalty, the student is 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.

Withdrawal from a unit without withdrawing from the course does not constitute a refund of fees. Paid fees (if any) will be held in credit for future study. This includes fees paid in relation to an approved leave of absence (LOA).

Refunds are made in the same currency as the fees were originally paid. If the 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.

Refunds requested to be paid in any currency other than Australian dollars (AUD) should be made in writing, including written confirmation that the student agrees to be charged or to pay any currency exchange loss resulting from such transaction (e.g., the overseas bank nominated by the student does not accept payment in the currency nominated by the student).

All refunds will be processed and paid within 30 days from the date the Refund Request Form was submitted online, or from the date all requirements for the refund were submitted, including the Withdrawal Form, whichever comes later.

The Student Tuition Fees Refund Policy of Excelsia does not remove the student's right to take further action under Australia's consumer protection laws. The Student Tuition Fees 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.

5.4. Refunds for new overseas students

A new overseas student* is a student who applied from offshore and:

- has just enrolled or paid for their very first semester at Excelsia; and/or
- subsequent to having paid or enrolled for their very first semester as above, was granted Leave of Absence or Deferral and continue to have prepaid fees from their very first semester at Excelsia.

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

- If a student submits their online Withdrawal Form from a course as prescribed above prior to the start of semester, their tuition fees paid will be refunded less applicable course withdrawal fee.
- If a student submits their 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 their online Withdrawal Form from a course as prescribed above after the census date, there will also be no refund of fees paid.
- **Visa rejection:** If a student’s application for a Student Visa is rejected, a full refund of fees will be paid. The Withdrawal Form is not required, but proof of the visa rejection must be attached to the refund form.
- **Obtaining permanent resident status:** If a student obtains permanent resident status after the census date in a semester, they 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.
- **Application fee:** In all cases, unless waived with the agreement of Excelsia, the Application Fee will be deducted from any refund entitlement of new overseas students.

*See the [Education Services for Overseas Students \(ESOS\) Act 2000](#) 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)

5.5. Refunds for continuing overseas students

Continuing overseas students include:

- overseas students who applied from offshore and had completed a semester of study at Excelsia (subject to clause 5.6); and/or
- overseas students who applied from onshore, either for their very first semester, or had already completed a semester of study at Excelsia.

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- international students applying from onshore for their very first semester at Excelsia are also deemed as 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 their Withdrawal Form online from a course prior to the start of semester, the full tuition fees paid will be refunded.
- If a student submits their 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 their Withdrawal Form online from a course after the census date, there will be no refund of fees paid.
- **Obtaining permanent resident status:** If a student obtains permanent resident status after the census date in a semester, they 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.
- **Application fee:** In all cases, unless waived with the agreement of Excelsia, the Application Fee is not refundable.

5.6. Students applying from offshore (outside Australia)

If the student has been required to pay a full year's tuition fee upfront and decides to withdraw for whatever reason (except medical/compassionate grounds which are subject to Excelsia's approval) after one semester of studies at Excelsia, the student will be charged an amount equivalent to 50% of their first semester tuition fee, which will be withheld to cover the cost of student acquisition. To avoid such a situation, Excelsia recommends that students make an educated decision to study at Excelsia by undertaking required and necessary research, comparing courses and providers as per the student's study requirements and in accordance with their study goals.

5.7. 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 their 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 their 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 their online Withdrawal Form from a course as prescribed above after the census date, there will be no refund of fees paid.

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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)

5.8. Leave of Absence and Reduced Study Load

Applications for Leave of Absence (LOA) and Reduced Study Load (RSL) are subject to approval by Excelsia College. While applications are being assessed, students are required to continue attending classes and consequently are required to pay their fees. When a student's application for LOA or RSL is approved, fees paid for the semester or for units reduced will not be refunded. These fees will continue to be held in trust by Excelsia and will be applied to the student's fees for the next semester.

5.9. Disclaimer

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

6 Related documents and references

External documents, e.g. legislation

[Higher Education Support Act 2003](#)

[Tuition Protection Service](#)

[Education Services for Overseas Students \(ESOS\) Act 2000](#)

Internal documents, e.g. policy

[Student Grievance Notification](#)

[Student Grievance Policy and Procedures](#)

[Overseas Students Enrolment Variation, Suspension and Cancellation Policy](#)

[Student Selection and Admission Policy and Procedure](#)

[Academic Calendars](#)

[Excelsia Online Course Withdrawal Form](#)

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7 Mapped to HESF

The content of this policy is mapped to the HESF 1.1 Admission (in particular 1.1.2).

8 Document history

This policy has been amended as follows:

Version	Amendments / Date / Notes
14	Inclusion of Leave of Absence and Reduced Study Load.
16	Paragraph inserted under 5.3 Regulations Governing Funds clarifying that withdrawal from a unit without withdrawing from the course does not constitute a refund of fees. Related documents updated to include enrolment policies.

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