



## REFUND & CANCELLATION POLICY

**VERSION NUMBER:** 3.002FEB2021JRJP

**AUTHORIZED BY:** James Rayne, Principal Executive Officer

**MODERATED BY:** James Rayne, Principal Executive Officer

**VALIDATED BY:** Jhanae Paule, Compliance and Senior Administrative Coordinator

**SCOPE:** Global College Australasia

**AIM:** To ensure that:

- A. The student is provided with clearly documented process that outlines the different situations under which Global College Australasia may process refunds and the conditions and procedures related to this.

**PURPOSE:** This policy has been developed to:

- A. clarify International students' entitlement to refund of fees and relevant processes, as required under the Education Services for Overseas Students Act 2000 (ESOS Act).
- B. To ensure each international student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

**EFFECTIVE DATE:** 4<sup>th</sup> Feb 2021

Active students of GCA with a letter of offer prior the 4<sup>th</sup> of Feb 2021, is not affected by this version of this policy but as per their letter of offer.

**AUDIENCE:** This Policy applies to all Students including international students on Australian Student Visas studying at Global College Australasia. Where relevant, this policy applies to agents representing students of GCA.

### POLICY STATEMENT

- 1.1 Global College Australasia (here-in GCA) will enter into a written agreement - the Offer of Acceptance - with a student before, or at the same time as accepting course fees from the student.
- 1.2 This written agreement will provide information in relation to refund of course fees. The course fees do not include resource fees or other fees. These will be listed in the letter of offer. This information, which is consistent with the requirements of the National Code Standard 3, includes information relating to the:
  - A. money that will or will not be repaid to the student. This includes course money submitted by student or collected by agents on behalf of Global College Australasia,
  - B. procedure for claiming a refund,
  - C. explanation of what happens in the event of a course not being delivered.
- 1.3 This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.



## CONDITIONS

- 1.4 Refund applications will not be processed where the signature on the Refund and Withdrawal form does not match the student's signature as shown on other documents provided by the student for admission to GCA.
- 1.5 The date of the notification for refund is the date the completed form is received by GCA or date/time of email.
- 1.6 All amounts due to GCA must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.
- 1.7 All refunds will be paid in Australian dollars \$AUD, where this is not possible refunds will be paid in United States dollars \$USD.
- 1.8 An **active GCA student** relates to student who has been issued a COE and/or has commenced a course with GCA as per their respective intake timetable.
- 1.9 A **potential GCA student** relates to student with no GCA issued COE or has a GCA issued COE but has NOT commenced a course as per their respective intake timetable.
- 1.10 GCA has 4 study terms in a calendar year of 52 weeks.
- 1.11 This refund and cancellation policy, under no circumstances, although related, **is not tied** to the transfer restricted enrolment on Prism. The Principal Executive Officer of GCA reserves the right to review, on a case-by-case basis, the **release of COE** of an active student of GCA.
- 1.12 Refund forms can be downloaded from our official website or acquired in person from student support services.
- 1.13 An **Administrative/cancellation fee of \$500** will be charged to an active student's permanent withdrawal of enrolment for processing of statement of attainments, certificates and/or other related documents.
- 1.14 An active or potential GCA student who wishes to permanently withdraw from their enrolment with GCA, will **not be refunded** the **initial application/enrolment fee of \$230** paid to GCA.
- 1.15 The **refund outcome** relates solely to the **course/tuition fee** payable by GCA to a student as per the written agreement in the letter of offer.
- 1.16 The **resource fee** relates to administrative consumables required for the training purpose of a student as per the written agreement in the letter of offer. The resource fee is non-refundable if the student has commenced their current course as per their respective intake timetable.
- 1.17 Where a student has encountered **reassessment fees** one or more units of competency in a VET course or one or more ELICOS tests/topics/subjects will be fully refunded if:
  - A. The reassessment dates are scheduled post the applied withdrawal date of the **DSCW form**, and
  - B. The student will not be attending the reassessments.
- 1.18 The student is liable for reassessment fees incurred prior withdrawal date of the DSCW form even if the student did not attend the scheduled dates unless compassionate and compelling circumstances are proven. Such can be a medical note to justify no show of a scheduled reassessment.
- 1.19 A **bank charge** of \$25 may apply to bank transfer where full or part refund is granted.



**1.20** All GCA refunds will be made in accordance with the refund table and conditions contained in this policy as per below:

## REFUND TABLE

Clause	Descriptions	Conditions	Refund outcome
<b>2.0</b>	<p><b>Permanent enrolment withdrawal initiated by an active GCA student.</b></p> <p>This section applies only to an active student who wishes to permanently withdraw from their course enrolment in GCA.</p> <p>An active GCA student relates to student who has been issued a COE and/or has commenced a course with GCA as per their respective intake timetable.</p>	<p>The student provides <b>more than a 9-week notice</b> to GCA <u>prior</u> commencement of their oncoming study term or next course.</p>	<p><b>Full refund</b></p> <ul style="list-style-type: none"> <li>(Minus the initial application fee of \$230)</li> <li>(Minus an Admin/cancellation fee of \$500)</li> <li>(No refund on resource fee if nominated withdrawal course has commenced)</li> <li>(No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p>The student provides a <b>4 week to 9-week notice</b> to GCA <u>prior</u> commencement of their oncoming study term or next course.</p>	<p><b>70% of the oncoming study term fee</b></p> <ul style="list-style-type: none"> <li>(Minus the initial application fee of \$230)</li> <li>(Minus an Admin/cancellation fee of \$500)</li> <li>(No refund on resource fee if nominated withdrawal course has commenced)</li> <li>(No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p>The student provides a notice of <b>less than 4 weeks</b> to GCA <u>prior</u> commencement of their oncoming study term or next course.</p>	<p><b>40% of the oncoming study term fee</b></p> <ul style="list-style-type: none"> <li>(Minus the initial application fee of \$230)</li> <li>(Minus an Admin/cancellation fee of \$500)</li> <li>(No refund on resource fee if nominated withdrawal course has commenced)</li> <li>(No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p>The student provides a notice of <b>1 to 4 weeks</b> to GCA <u>post</u> commencement of their current study term or course.</p>	<p><b>30% of the current study term fee</b></p> <ul style="list-style-type: none"> <li>(Minus the initial application fee of \$230)</li> <li>(Minus an Admin/cancellation fee of \$500)</li> <li>(No refund on resource fee)</li> <li>(No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p>The student provides a notice of <b>more than 4 weeks</b> to GCA <u>post</u> commencement of their current study term or course.</p>	<p><b>No refund of current study term fee</b></p>



Clause	Descriptions	Conditions	Refund outcome
2.1	<p><b>GCA initiated cancellation of COE of an active GCA student</b></p> <p>An active student who has been cancelled by GCA for violation GCA policies and/or violation of DOHA conditions falls under this clause.</p> <p>This can be but not limited to:</p> <ul style="list-style-type: none"> <li>A. Violation of academic course progress policy.</li> <li>B. Violation of misconduct policy.</li> <li>C. Violation of course/tuition fee policy.</li> <li>D. Violation of uniform/toolkit policy.</li> <li>E. Violation of attendance and classroom policy.</li> </ul>	<p>The student provides <b>more than a 9-week notice</b> to GCA <u>prior</u> commencement of their oncoming study term or next course.</p>	<p><b>Full refund</b></p> <ul style="list-style-type: none"> <li>• (Minus the initial application fee of \$230)</li> <li>• (Minus an Admin/cancellation fee of \$500)</li> <li>• (No refund on resource fee if nominated withdrawal course has commenced)</li> <li>• (No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p>The student provides a <b>4 week to 9-week notice</b> to GCA <u>prior</u> commencement of their oncoming study term or next course.</p>	<p><b>70% of the oncoming study term fee</b></p> <ul style="list-style-type: none"> <li>• (Minus the initial application fee of \$230)</li> <li>• (Minus an Admin/cancellation fee of \$500)</li> <li>• (No refund on resource fee if nominated withdrawal course has commenced)</li> <li>• (No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p>The student provides a notice of <b>less than 4 weeks</b> to GCA <u>prior</u> commencement of their oncoming study term or next course.</p>	<p><b>40% of the oncoming study term fee</b></p> <ul style="list-style-type: none"> <li>• (Minus the initial application fee of \$230)</li> <li>• (Minus an Admin/cancellation fee of \$500)</li> <li>• (No refund on resource fee if nominated withdrawal course has commenced)</li> <li>• (No refund on reassessment fees if scheduled reassessment date occurs before the withdrawal date of DSCW form)</li> </ul>
		<p><b>The student is not entitled for any refund for the current term of the current course if the student's COE has been cancelled for the current course by GCA for violation of GCA policies and/or DOHA conditions.</b></p>	



Clause	Descriptions	Conditions	Refund outcome
2.2	<p><b>Permanent enrolment withdrawal initiated by a potential GCA student.</b></p> <p>This section applies only to a potential GCA student who wishes not to withdraw permanently from their course which has not yet commenced.</p> <p>A potential GCA student relates to student with no GCA issued COE or has a GCA issued COE but has NOT commenced a course as per their respective intake timetable.</p>	<p>The potential student withdraws from their course permanently prior commencement of the course.</p> <p>This is common for a potential student who has been refused a study visa after being issued a GCA letter of offer but the 1<sup>st</sup> course has not commenced.</p> <p><i>*Please note that If the course has commenced as per the intake timetable and the student COE dates, the student becomes an active GCA student and in such a case, the student will fall under clause 2.0.</i></p>	<p><b>Full refund</b>        (Minus the initial application fee of \$230)</p>