



## Refund and Cancellation Policy

### 1.0 PURPOSE

Global College Australasia, identified by RTO ID 45088 and CRICOS ID 03564F, and hereafter referred to as "GCA," has established a policy to responsibly manage student payments and facilitate refunds in cases where either the student or GCA cancels the course. This refund policy aims to provide students with the option to withdraw from their training program in a manner that minimises or even eliminates negative consequences, depending on when the withdrawal is notified. Unless specifically stated otherwise, refunds will only be provided in line with this established policy.

The policy's terms and conditions are applicable to all students, regardless of whether they are awaiting the commencement of their studies or are already enrolled and actively participating in a course.

### 2.0 SCOPE

This policy and procedure are applicable to all international students registered at Global College Australasia (GCA). GCA has implemented a proper procedure for handling all fees associated with the training services offered within its scope of registration. The guidelines for assessing eligibility for refunds are aligned with the Education Services for Overseas Students Act 2000 (ESOS Act 2000) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, specifically Standard 3.

### 3.0 POLICY STATEMENT

#### 3.1 Pre-enrolment Information

GCA is committed to transparency and will provide all students with detailed information about fees, charges, and our refund policy before they enrol. This ensures students can make well-informed decisions about studying at GCA.

#### 3.2 Collection and Administration

We will collect and manage fees, charges, and refunds in strict compliance with all relevant laws and agreements. GCA is dedicated to maintaining a fair and clear policy for both current and prospective students concerning fees, their protection, and conditions for refunds.

#### 3.3 Compliance

GCA fully adheres to all applicable laws and regulations, including the Standards for Registered Training Organisations (RTOs) 2015, the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012, the Education Services for Overseas Students (ESOS) Act 2000, and the National Code 2018.



**3.4 Refund Policy**

This policy specifies how refunds are determined for international students who request a refund of their course fees. The types of fees that may be refunded include:

- Application Fee
- Tuition Fee
- Resource Fee
- Miscellaneous Fees

**4.0 DEFINITIONS**

Term	Definition/Explanation
ESOS Act	Refers to the Education Services for Overseas Students Act 2000, a law of the Commonwealth of Australia that regulates education services for overseas students.
ESOS Regulations	Regulations and rules that fall under the ESOS Act 2000 to further elaborate on its implementation.
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, which sets the national standards.
International Student	A person who is either in or outside Australia, holds a Student Visa, and is considered an 'overseas student' as defined by the ESOS Act.
Course	Refers to a specific program of education or training as outlined in the student's Letter of Offer.
Course Start Date	The date on which the course commences, as specified in the Letter of Offer.
Prepaid Fees	Tuition fees paid by an overseas student or intending overseas student for a study period, collected by GCA before the commencement of the study period.
Refund	The amount repayable to the student under certain conditions.
Credit Transfer	Recognition of academic credits earned through other Registered Training Organisations (RTOs), universities, or professional bodies, based on verified evidence.
Provider Default	Situations where GCA fails to begin or continue a course for an overseas student, as regulated by specific sections of the ESOS Act 2000.





<b>Term</b>	<b>Definition/Explanation</b>
Student Default	Circumstances where a student either fails to start a course, withdraws, or is expelled, as outlined in specific sections of the ESOS Act 2000.
Written Agreement	A formal contract between GCA and each overseas student that outlines refund requirements and complies with the National Code.
Tuition Fees	Fees related to lectures, tutorials, training, and other academic activities, as specified in marketing materials or GCA's website.
Non-Tuition Fees	Additional fees for services like Overseas Health Cover, Enrolment Fee, Material Fee, Visa Application Fee, and Accommodation.

## **Section 5: Fees and Charges**

### **5.1 Fee Information for International Students**

International students interested in enrolling in a course at GCA can find complete information about tuition and additional fees on GCA's website and marketing materials. Students should note that our fees and charges are subject to change, a fact that is also disclosed on our website.

### **5.2 Letter of Offer/Student Agreement**

Upon enrolment, students will receive a Letter of Offer or Student Agreement outlining all applicable tuition and non-tuition fees. This document includes details about enrolment fees, course fees, materials fees, and any other applicable fee along with a payment schedule.

### **5.3 Miscellaneous Fees**

Apart from the standard tuition and non-tuition fees, there may be additional miscellaneous fees. These can include charges like document request fees, reassessment fees, and student ID fees.

### **5.4 Pre-Enrolment Policy Review**

Students who plan to enrol in a GCA course must review and understand our "Fees, Charges and Refund Policy" before signing the Letter of Offer.

## **Section 6: Course Credit Fees for Transferring Students**

### **6.1 Adjusted Course Fees**

If a student transfers to GCA from another educational institution and receives course credit that reduces the length of their course at GCA, the course fee will be adjusted to reflect the shortened duration of the program.



## 6.2 Application Deadline for Course Credit Fees

Students must submit their applications for course credit fees before commencing their course at GCA.

## 6.3 Post-Enrolment Eligibility

Once the student has signed the Letter of Offer or Student Acceptance Form, they will not be eligible to apply for an adjustment in course credit fees. In such cases, the full course fee for the initially agreed-upon course duration will apply.

## Section 7: Student Default Scenarios

### 7.1 Definition of Student Default

A student is considered to be in default under the following conditions:

- a) The student fails to commence the course on the agreed starting date without prior withdrawal.
- b) The student withdraws from the course, whether before or after the agreed starting date.
- c) Global College Australasia declines to continue providing the course to the student due to one or more of the following reasons:
  - The student fails to make the required payments for the course.
  - The student violates the conditions of their student visa.
  - The student breaches Global College Australasia's Code of Conduct.

## Section 8: Provider Default Situations

### 8.1 Definition of Provider Default

Provider default occurs under the following circumstances:

- a) Global College Australasia (GCA) is unable to continue providing the course to the student at the designated location.
- b) GCA fails to commence the course for the student at the designated location on the agreed starting date.

In the event of provider default, GCA will calculate the refund of any unspent tuition fees according to the Table of Refunds provided below. This ensures a transparent and fair process for students impacted by such situations.

**9.0: Table of Refunds**

Type of Request	Time Frame	Amount Refunded	Required Documents
VISA Refusal	Once approved with required documentation, within 20 working days post-approval	All fees minus the non-refundable application fee	Refund Request, Proof of VISA Refusal
VISA Renewal Refusal	After the course has commenced	None (Nil)	Refund Request, Proof of VISA Refusal
VISA Removal for Breach of Conditions	At any time	None (Nil)	Refund Request, Proof of VISA Refusal
Withdrawal, Transfer, or enrolment Cancellation	More than 9 weeks' notice before commencement of next study term or course	All fees minus the non-refundable application fee	Refund Request, Letter of Offer, DSCW form
	4 to 9 weeks' notice before commencement of next study term or course	70% of the upcoming study term fee minus the non-refundable application fee	Refund Request, Letter of Offer, DSCW form
	Less than 4 weeks' notice before commencement of next study term or course	40% of the upcoming study term fee minus the non-refundable application fee	Refund Request, Letter of Offer, DSCW form
	1 to 2 weeks' notice after commencement of current study term or course	30% of the current study term fee, no refunds on application fee or resource fee	Refund Request, Letter of Offer, DSCW form
Default by Global College Australasia	At any time	Full refund of unspent tuition fee	None (Nil)



## 10.0 REFUND PROCEDURE

### 10.1 Application Forms

To apply for a full or partial refund, students must complete the "Deferral Suspension Cancellation Withdrawal (DSCW) Form" and the "Request for Refund Form". These forms are available on the GCA website or can be requested via email by contacting [studentsupport@gca.edu.au](mailto:studentsupport@gca.edu.au)

### 10.2 Documentation and Reasoning

A completed DSCW Withdrawal Form should be submitted along with any supporting documents that elaborate on the reasons for the application.

### 10.3 Submission Methods

Applications can be sent via email to [studentsupport@gca.edu.au](mailto:studentsupport@gca.edu.au) or submitted in person at the GCA reception desk.

### 10.4 Initial Review

Upon receipt, a GCA Student Support Officer will initially review the application, gather supporting evidence, and record the details in the GCA refund register. This information is then forwarded to the Administrative Accounting Officer for further review.

### 10.5 Final Review and Approval

The Administrative Accounting Officer will examine the application and make a final decision on the refund amount, in accordance with GCA's refund policy.

### 10.6 Individual Consideration

Each refund request will be evaluated individually, taking into account any impact on subsequent units or modules, if applicable.

### 10.7 Payment Issues

Any issues related to payment should be addressed as soon as possible and directed to GCA's Administrative Accounting Officer.

### 10.8 Record-Keeping

All refund requests and issued refunds will be recorded in the Refund Log. Additionally, student defaults on refunds will be recorded in the PRISMS system.

### 10.9 Processing Time and Payment

Refunds will be processed within 28 days of receiving a written request and will be paid back to the original payment source, either directly to the student or to an account nominated by the student.

### 10.10 Verbal Notifications

Verbal notifications for refunds, given to GCA staff or agents, will not be accepted.



### **10.11 Incomplete Forms**

Incomplete Withdrawal Form will result in delays in the withdrawal and refund process.

## **11.0 APPEALING REFUND DECISIONS**

If a student's request for a refund is declined, they can use GCA's complaints and appeals procedure, which is available on the GCA website. It should be noted that using this procedure does not limit the student's rights under Australian consumer protection laws. This refund policy is open to regular reviews.

## **12.0 SPECIAL CIRCUMSTANCES**

### **12.1 Application Requirements**

Students may submit an application for special circumstances if GCA finds the situation to be unusual and beyond the student's control. For such applications, students must submit both a "Deferral Suspension Cancellation Withdrawal (DSCW) form" and a "Request for Refund form," along with supporting evidence.

### **12.2 Discretionary Refunds**

Refunds due to special circumstances are at GCA's discretion and are assessed according to specific guidelines.

## **13.0 TUITION PROTECTION SERVICE**

GCA is a member of the Tuition Protection Service (TPS), an Australian Government initiative designed to help international students when education providers fail to deliver their promised courses. Under this framework, students will be assisted in either completing their studies with another institution or receiving a refund of their unspent tuition fees.

## **14.0 QUALITY ASSURANCE**

The Quality Assurance Manager conducts an annual review of all marketing materials and reports any issues to the CEO for resolution. The CEO and Quality Assurance Manager are responsible for maintaining compliance.

## **15.0 RESPONSIBILITY**

- Director
- Quality Assurance Manager



# GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
21 Moore Street, East Perth, WA 6004  
**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

- Training Manager
- Students Services Coordinator
- All other staff (as directed)

## 16.0 ASSOCIATED DOCUMENTS

- Website
- Pre-enrolment information
- Student Handbook
- Policies and Procedures
- Course Intervention Procedure
- Orientation documents

## 17.0 ASSOCIATED FORMS AND TEMPLATES

- Deferral Suspension Cancellation Withdrawal (DSCW) Form
- Request for Refund Form
- Course Intervention Form

## 18.0 RELATED STANDARDS

- Standards for RTOs 2015
- National Code 2018
- ESOS Act 2000

## 19.0 POLICY REVIEW

This policy is designed to meet the needs of Global College Australasia and is in alignment with all relevant regulations and requirements.

This policy will undergo a review in 12 months from its version date or sooner if there are any fee updates in relevant legislation or regulations.

