



THE UNIVERSITY  
*of* ADELAIDE  
COLLEGE

# Refund Policy

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## 1.0 Introduction

The purpose of this policy is to provide information to all students of the University of Adelaide College on the policy and procedures for the refund of fees.

Current and prospective students of the College should ensure that they have read and understood the policy and procedures on refunds. Students should take particular note of sections that apply to their course of study.

For the purposes of the Refund Policy only, a course is defined as one semester of study, or for English programs, 24 weeks of study.

## 2.0 Full tuition fee refund

Full tuition fee refunds are payable if:

- the University of Adelaide College is unable to provide the course offered before, or on the day of, the published commencement date;
- the offer of enrolment is withdrawn for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment;
- an Australian visa application is refused;  
Where a student visa application is rejected, all tuition fees paid will be refunded in full, less an administration fee of AUD 295, once proof of refusal has been provided to the College; or
- approval of an Australian Student visa is delayed beyond the student's control.

## 3.0 Partial tuition fee refund

Partial tuition fee refunds are payable in the following manner:

- 90% of the tuition fee is refundable when the offer of enrolment is withdrawn because of incorrect or incomplete information supplied by the student at the time of enrolment;
- 80% of the tuition fee is refundable when the student notifies the College of their decision not to enrol at least 4 weeks before the published course commencement date; or
- 50% of the tuition fee is refundable when the student notifies the College of their decision not to enrol less than 4 weeks before the published course commencement date.

## 4.0 Refund processes

### 4.1 Process and payment

All students must read the refund policy before accepting an offer of admission from the University of Adelaide College. Students requesting a refund are required to do so in writing. Refunds, where applicable, will be made only to the bank details specified in the refund form (the refund form is available by emailing [college@adelaide.edu.au](mailto:college@adelaide.edu.au)). All refund requests will be responded to in writing within 14 days, and approved refunds will be paid in Australian dollars within 14 days of written notification by the College.

For students under the age of 18, refunds will be paid to the parent(s) or guardian(s) of the student unless the College receives written approval from a parent or guardian consenting for the refund to be paid directly to the student. Tuition fees are not transferable to other students.

## 4.2 Approved refunds

The refund form must be approved and signed by College Management (Campus Director or Deputy Director – Operations), before processing in EDUPOINT and sending to accounts. Refund forms will be scanned by the Admissions or Student Services team and sent to accounts at ar@kaplan.com. The form will then be filed in the student's file. If the refund is approved, the form will be passed to the Accounts team, who will record the refund/credit to the student's nominated bank account and email the student to inform them that the refund has been credited to their account.

## 4.3 Denied refunds

The refund decision is approved by College Management (Campus Director or Deputy Director, Operations) in accordance with this policy. If the refund is denied for continuing students, then the Student Services team will email the student, and for students who have yet not commenced - the Admissions team will email the student, notifying them of the outcome of the refund application. This will also be recorded in the College's student management system and the form will be filed in the student's file. The Student Services and Admissions team will then notify the Accounts team of the rejected application.

## 5.0 No refund

No tuition fee refund is payable if:

- The University of Adelaide College receives cancellation of enrolment for a student after the published commencement date of the student's course;
- the student withdraws after commencing their course;  
In this case, the student is liable to pay the full tuition fee of the first semester and any expenses, costs or disbursements incurred in recovering the tuition fee;
- the terms and conditions of the Enrolment Agreement, including the Enrolment Terms and Conditions or an applicable requirement of a College policy, are breached by the student; or
- the student's enrolment is cancelled by the College.  
If the College has to cancel an international student's enrolment caused by a serious breach of student visa conditions or serious misconduct, no refund of course fees will apply.

## 6.0 Exceptions and special circumstances

### 6.1 Tuition fee refunds after program commencement

Tuition fee refunds after the program has commenced are given solely at the discretion of the College Management Team and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

## 6.2 Tuition fee transfers after program commencement

Tuition fee transfers after the program has commenced are solely at the discretion of the College Management Team and are only made if the student is in the view of the College more suitably placed in another institutional program for academic reasons which may include:

- another institution is more suitable, for example, TAFE
- another program is more suitable for the student
- the student is clearly not able to cope academically with the College program.

## 7.0 Refund of other fees

The following fees paid before the commencement of a course are non-refundable:

- enrolment fee;
- accommodation placement fee—if the accommodation has already been arranged; and
- airport pick-up fee—if the service has been used.

The following fees paid after the course has commenced are non-refundable:

- enrolment fee;
- library fee/facilities fee;
- accommodation placement fee—if the accommodation has already been arranged;
- airport pick-up fee—if the service has been used;
- Overseas Student Health Cover (OSHC) fee/Medical insurance (to date);
- fees charged for administrative services (for example, late fees, reprints of transcripts); and
- courier and any other services fees.

## 8.0 Protection of student fees

In the unlikely event that the College is unable to deliver a course in full, students will be offered a refund of all unspent tuition fees. This refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course at no extra cost. Students have the right to choose whether they would prefer a refund of unspent tuition fees or to accept a place in another course. If they choose placement in another course, students will need to sign documentation to indicate acceptance of the placement.

In the unlikely event that the College is unable to provide a refund or place a student in an alternative course, the Tuition Protection Service will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found. Further information concerning the TPS can be found at [www.tps.gov.au](http://www.tps.gov.au).

## 9.0 Appeals

If a student wishes to appeal the decision made regarding their refund application then they should follow the College's Non-Academic Grievance Procedure, which is available at <http://college.adelaide.edu.au/about/policies-and-procedures/> or a copy can be obtained from administration staff at the College.

This refund policy, and the availability of complaints and appeals processes, does not remove the right of a student to take further action under Australia's consumer protection laws.

**Note:** Students who terminate their course may not be eligible to receive a certificate for a partially completed course.



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