



SYDNEY FILM SCHOOL

## **INTERNATIONAL STUDENT REFUND POLICY**

### **1. Overview**

The policy of the Sydney Film School ("the School") is to be fair and equitable when dealing with requests for a refund.

This refund information which is included on the International Student Agreement forms a binding agreement between the student and the School, should a student be accepted into the School.

### **2. Student withdraws from, or does not start, a course**

- 2.1. Applications for a refund must be made in writing to the Registrar.
- 2.2. If a student withdraws enrolment 21 days or more before the commencement date of the course a processing fee of 20% of the initial deposit will be retained by the School and any balance refunded to the student.
- 2.3. If a student withdraws from a course less than 21 days before the commencement date of the course or after the course has commenced, the student will remain liable for the total course fees, and no refund will be applicable.
- 2.4. If a student does not commence a course on the notified date, the student remains liable for the total course fees, and no refund will be applicable.
- 2.5. Where a student does not complete a course, the student will remain liable for the total course fees, and no refund will be applicable.
- 2.6. Requests for a refund based on extenuating or compassionate circumstances (such as illness) will be considered on a case-by-case basis.
- 2.7. Non-attendance by a student at classes does not constitute notice of withdrawal from a course.
- 2.8. Refunds will be paid within 4 weeks directly to the student unless the School is advised in writing to pay the refund to someone else. Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable.

Students will be provided with a written statement detailing how any refund amount has been calculated.

### **3. School initiated cancellation of enrolment**

- 3.1 If a student's enrolment is terminated by the School for misconduct, breach of student regulations or non-compliance with visa conditions, no refund of tuition fees will be given (refer to the Student Charter for details of what constitutes proper conduct).
- 3.2 Refunds will be paid within 4 weeks directly to the student unless the School is advised in writing to pay the refund to someone else. Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. Students will be provided with a written statement detailing how any refund amount has been calculated.

### **4. Student visa not granted**

- 4.1 In the case where an International Student is not granted a visa, a processing fee of 20% of the initial deposit will be retained by the School and any balance refunded to the student. Applications for a refund in these circumstances must be made in writing to the Registrar within 14 days of the notification. The letter should include a copy, or copies of any documentation received from the Australian Embassy to confirm the refusal of the visa.
- 4.2 Refunds will be paid within 4 weeks directly to the student unless the School is advised in writing to pay the refund to someone else. Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. Students will be provided with a written statement detailing how any refund amount has been calculated.

### **5. Provider default**

- 5.1 If Sydney Film School is unable to provide a course to a student partially or in full because:
  - the student's course does not start on the agreed starting day;
  - the student's course stops being provided after it starts and before it is completed; or
  - the student's course is not provided fully to the student because the School has had a sanction imposed;

the School will provide a full refund of tuition fees to the student within two weeks of the day on which the course ceased being provided.

- 5.2 Should the School be unable to provide a course and not be able to pay a refund to the student an alternative course will be arranged at another recognised and approved institution through the ACPET Tuition Assurance Scheme at no extra cost to the student.
- 5.3 If ACPET cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

## **6. Student's right to take further action**

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

## **7. Publication**

International Students are advised of this policy prior to enrolment through its inclusion in the International Student Agreement and publication on the School's website ([www.sydneyfilmschool.com](http://www.sydneyfilmschool.com)).

## **8. Version control**

Document: International Student Refund Policy		
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