

## Refund Policy and Procedure

### Policy

This policy applies to all students who do not wish to continue their studies at SIIT and thus have requested for refund of tuition fees and other fees.

An application for refund of fees paid must be done by the student in writing. This form may be submitted electronically, in person or by mail. A copy of the refund application form is available on the SIIT website or can be collected from an SIIT Student Services Officer. Students who are off-shore or interstate can contact SIIT at [info@siit.nsw.edu.au](mailto:info@siit.nsw.edu.au) regarding any refunds.

The Table below indicates a list of refund items:

Description of items	Refund status
Administration Fee	Non-refundable
Course material fee	Non-refundable
Visa refused prior to course commencement	Full refund less enrolment and course material fees
Withdrawal of course less than 4 weeks prior to course commencement	30% refund less enrolment and course materials fees
Withdrawal of course after course commencement	No refund
Visa rejection due to students' actions including providing forged or fraudulent documents etc.	No refund
Visa cancellation due to students' actions including providing forged or fraudulent documents etc.	No refund
Enrolment cancelled due to actions of the student and results in serious breaches of SIIT's policies and procedures	No refund
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider
If SIIT withdraws its offer to deliver the course before or after the course commencement date	Full refund including enrolment and course material fee

### Note:

1. If the student is able to demonstrate compassionate or compelling circumstances, the amount refunded to the student can be higher than the one specified in the table above at SIIT's discretion.

**'Compassionate or compelling circumstances' are reasons why a student's enrolment status may be changed. These are generally those situations beyond the control of the student. The following are examples of compassionate or compelling circumstances:**

- Unavailability of units in the enrolled course (by SIIT);

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- Inability to commence study on commencement date due to student visa delay or refusal (evidence from DIBP must be provided. This clause does not include the situation where the student has decided not to seek extension of visa for whatever reason.);
  - Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class);
  - Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided);
  - A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided);
  - A major political upheaval in the student's home country which requires emergency travel that will affect student's studies;
  - A natural disaster in the student's home country which requires emergency travel that will affect student's studies;
2. This refund is applicable to all students (overseas/international and domestic).
  3. If the student is not happy with SIIT's refund policy or its complaints and appeals policy, the student has the right to seek external advice and pursue its action under Australia's consumer protection laws.
  4. SIIT will refund any monies **only** in the student's nominated bank account or to the student in person.
  5. SIIT will only refund to the bank accounts/cards from which the tuition fee(s) have been paid from.

#### Procedure

1. The Student will fill-in a Refund Request Form with supporting documents and provide a copy of the same to the Student Support Services Officer in person or via email at [info@siit.nsw.edu.au](mailto:info@siit.nsw.edu.au)
2. The Student Services Officer will forward this application to the Marketing and Client Services Manager who will, in coordination with the Finance Manager start processing this application.
3. The Finance Manager and the Marketing & Client Services Manager will have a meeting with the CEO. The CEO, based on the evidence provided, will approve or reject the refund request. This decision will be conveyed to the Student Services Officer.
4. The Student Services Officer will then provide a written outcome to the student regarding refund application. This feedback is provided to the Student within 28 days.
5. Payment will only be made to students himself or herself and to the bank accounts/card from which the payment has been made.

**Note: This agreement, and the availability of complaints and appeals processes, does not remove the right of the students to take action under Australia's consumer protection laws. SIIT's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.**

#### Refund – Provider Default

In the unlikely event that SIIT is unable to deliver the course in full, the student will be offered a refund of all the course fees they have paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being offered/provided.

Alternatively, the student may be offered enrolment in another course/qualification by SIIT at no extra cost to the student. The student has the right to choose whether they would prefer a refund of the unused portion of the tuition fee (calculated according to the percentage of training and assessment already completed against the total duration of the qualification), or to accept a place in another course.

If the student chooses placement in another course, SIIT will ask the student to sign a document to indicate that they accept the placement.

For international students, if SIIT is unable to provide a refund or place the student in an alternative course, Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost to the student.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students and eligible domestic students accessing a VET Student Loan (VSL), FEE-HELP or HECS-HELP (HELP) loan, whose education providers are unable to fully deliver their course of study. The TPS ensures that these students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL and HELP).

The TPS Service Charter provides further information about the services provided by the TPS.

- [TPS Service Charter 2020](#)
- [TPS Service Charter 2020 - accessible version](#)
- [TPS Service Charter 2020 - print-friendly version](#)