



Fees and Refund Policy

Payment schedule

1. Rosehill College's offer of a place is contingent upon payment of the Enrolment Fee, Material Fee, and Tuition Fee listed on the Offer Letter.
2. The Fees applicable to each course and category of student as well as Payment Schedule are detailed in the applicable student Offer Letter sent by the College.
3. Fees must be paid by the due date specified in the Offer Letter. If student fails to pay any one or more instalments 10 working days after the due date, the College will provide student with notice to remedy this and \$200 Late Payment Fee will be charged.
4. If student fails to pay after the period stipulated on the notice, the College will reserve the right to:
 1. Withhold grading of assessment; and
 2. Restrict access to online learning; and
 3. Report student default payment (s) on PRISMS, which will result in student visa cancellation.
5. The cooling-off period is 10 working days after the term commencement date. The students have cooling-off right of cancelling the course without penalty.

Refund Policy

1. Refund requests must be made either in writing or email in the Student Refund Request Form, which is available on Rosehill College website.
2. Student needs to hand in the completed form to Administrative and Student Services staff in person or email to admin@rosehillcollege.edu.au
3. Student's refund request is not effective until the College receives a completed Student Refund Request Form with valid supporting evidence.
4. To assist the College, you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.
5. The refund request will be processed within 10 working days after receipt of the completed request.
6. All approved refunds are made payable to and sent to the student in Australian dollars. The College is not responsible for currency exchange rate fluctuations, delays or loss of refund in transit as a result of incorrect information provided by student.
7. Tuition Fee and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the Director of Studies.
8. If student defers starting a Course and then cancel the Course, the original Course commencement date before student's request for deferment(s), will be used as the Course commencement date to determine whether a refund is to be made.
9. The Enrolment Fee is non-refundable after student enrolled with the College.
10. The Material Fee is non-refundable after the course commencement date which the student has enrolled.



11. This policy does not affect the rights of the student to take action under the *Australian Consumer Law* if applies.

Student's default

1. Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:
 - a. the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
 - b. the student withdraws from the course at the location (either before or after the agreed starting day); or
 - c. the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student
2. No refund will be made where the College cancels, suspends or terminates enrolment as a result of student's defaults, and the cancellation is due to
 - Student breaching of visa conditions during study at the College;
 - Student providing misleading and false information to the College and the falsified documentation has been substantiated;
 - Student's failure to enroll in a compulsory period of study at the College;
 - Student misbehaviour
 - Unsatisfactory course attendance and academic progress, including during the appeals period.
3. Partial refunds are available under certain conditions. Should student wish to cancel the course and seek a refund the following conditions apply:
 - a. If the College received student's cancellation request BEFORE 28 days prior to the course commencement date, the Tuition Fee and Material Fee will be refunded in full without charging \$200 Cancellation Fee.
 - b. If the College received student's cancellation AFTER 28 days prior to the course commencement date, the Tuition Fee and Material Fee will be refunded in full, and the \$200 Cancellation Fee will be charged.
 - c. If the College received student's cancellation request AFTER the course commencement date, the refund will be considered on an individual case.
4. Students may not generally transfer to another provider in the first 6 months of their course unless approved by the Director of Studies and only in exceptional circumstances. The student will be refunded on an individual case.
5. Where there are exceptional circumstances beyond student's control such as illness or bereavement, application for special consideration for illness or bereavement must be supported by Certified Documents such as a Doctor's certificate and/or other relevant documents verifying the situation. Decisions regarding Special Consideration are at the discretion of the Director of Studies.

Provider's default

1. The Tuition Protection Service (TPS) is an initiative of the Australian



Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international 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
 - For more detailed information regarding TPS, please go to <https://tps.gov.au/StaticContent/Get/ProviderInformation>
2. Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:
 - a. the provider fails to start providing the course to the student at the location on the agreed starting day; or
 - b. after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.
 3. The College must notify the Secretary and TPS Director and the student to whom the College has defaulted, satisfy tuition protection obligation, and give a notice to the Secretary and the TPS Director of the outcome of the discharge of the obligation.
 4. If a student is enrolled in a course and the College cancels or stops providing the course, before course commencement, then the College is obliged to either
 - a. Refund the Tuition Fee in full; or
 - b. Arrange an alternative course the student agrees and accepts an offer to study at Rosehill College.
 5. If a student is enrolled in a course and the College is not able to continue providing the course, the Tuition Fee paid for the un-studied unit(s) of competency/subject(s) will be refunded in full.

Student visa refusal

1. If the College received student's cancellation and refund request BEFORE the course commencement date, due to student visa refusal, the College will refund the Tuition Fee and Material Fee in full.
2. If the College received student's cancellation and refund request AFTER the course commencement date, due to student visa refusal, the College will refund the Tuition Fee on a pro rata basis, which is the weeks from when student withdrew from the course until the end of the period that the Fees have been paid to. The refunded amount is subject to minimum 30% deduction of prepaid fees. For example, if the student is approved for refund at week 2 after semester began, the student is entitled for 70% of prepaid Tuition Fee to be refunded.

Student release

1. The College may not release any student prior to, or within the first 6 months of principal course.
2. When a student has provided sufficient evidence and application for release is approved, the student is not eligible for any refund.



Refund method

1. The College will refund to either the student who applies for refund, or the agent that applied for course on behalf of the student, whichever transfer fees to the College.
2. Refund within Australia: The college pay the refund to a bank account by direct credit but only if you provide evidence that the bank account exists.
3. Refunds outside of Australia: The college pay the refund to a bank account by direct credit but only if you provide evidence that the bank account exists.

Fee changes

1. Prior to a student enrolment, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course.
2. When the course duration is changed as a result of student's request, the payment schedule and amount of instalment may be affected. Student must refer to the latest Offer Letter issued by the College and proceed the payment accordingly.

How to withdraw from a course and get a refund

1. Complete the Student Refund Request Form

The Student Refund Request Form is available on our website. You can also ask our Administration and Student Services staff.



2. Attach all relevant evidence and documentation to the form

You should attach all supporting documentation that prove the reason for your withdrawal.



3. Email the completed form to the College

Email the completed form together with scan copy of all your original documentation that is translated in English, to admin@rosehillcollege.edu.au