

Appendix A: USPP refund scenarios

	First/Current semester tuition fees	Future semester tuition fees	Enrolment fees	OSHC through SGA's preferred provider	Homestay/Accommodation (where booked through SGA)	Airport pickup	Other non-tuition fees: Textbooks/stationery received by student, late payment fees and fees paid for replacement Student ID cards
Pre-commencement events							
Student withdraws their enrolment and applies for refund 28 days or more before course commencement.	Refund of first semester tuition fees, less \$2,500	Refund in full	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student withdraws their enrolment and applies for a refund 27 days or less before course commencement.	Refund of 50% of the first semester tuition fees	Refund of 50% of future course tuition fees	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student pays before they meet all the conditions on the offer (e.g. offer has outstanding academic condition) and eventually do not meet the requirements to start the program.	Refund in full	Refund in full	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student does not commence; or 'no show'.	No refund	Refund of 50% of future course tuition fees	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student provides fraudulent information in their application for admission, leading to enrolment cancellation or offer withdrawal.	No refund	Refund of 50% of future course tuition fees	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Visa rejected before student commences (not due to fraud).	Refund, minus the lesser of \$500 or 5% of any fees paid for first semester.	Refund in full	No refund, unless student visa application is rejected as a result of Study Group error (in which case, refund in full)	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student has their enrolment cancelled by the College due to failure to pay part or all of course fees.	No refund of first semester tuition fees, to the extent paid	Not applicable	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student withdraws their enrolment due to compassionate or compelling circumstances.	Refund in full	Refund in full	No refund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
The College is unable to provide the course to the student due to government sanctions.	Refund in full	Refund in full	Refund in full	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
The College defaults (eg. course fails to start on the agreed starting date, ceases to be provided by the College) and the student requests a refund.	Refund in full	Refund in full	Refund in full	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Post-commencement events							
Student withdraws their enrolment after course commencement.	No refund	Refund in full	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student has their enrolment cancelled by the College for misconduct.	No refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student has their enrolment suspended by the College for misconduct.	No refund	Refund of future course tuition fees less a \$2,500 cancellation fee per semester.	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student provides fraudulent information in their application for admission, leading to enrolment cancellation or offer withdrawal.	No refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student has their enrolment cancelled by the College due to a breach of attendance and course progression.	No refund	Refund in full	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student has their enrolment cancelled by the College due to failure to pay part or all of course fees.	No refund	Not applicable	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student has their enrolment cancelled due to a breach of visa conditions.	No refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Visa rejected after a student commences (not due to fraud).	Refund, minus the greater amount of either: • 5% of the fees paid, or • the unspent tuition fees calculated as follows: refund amount = weekly tuition fee x weeks in default period	Refund in full	No refund, unless student visa application is rejected as a result of Study Group error (in which case, refund in full)	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student withdraws their enrolment due to compassionate or compelling circumstances.	Pro-rata refund for current semester	Refund in full	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student passes or fails the AEP program, but then either withdraws from USPP or changes to a different provider.	Refund of unused USPP tuition fees for first/current semester less a \$2,500 cancellation fee.	Refund in full	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
Student fails the AEP program and is not continuing to a USPP due to an inability to successfully complete the AEP.	Refund in full	Refund in full	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
The College defaults (eg. the College is unable to deliver the course in full) and the student requests a refund.	Refund of unspent tuition fees calculated as follows: • weekly tuition fee x weeks in default period	Refund in full	Refund in full	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund
The College is unable to provide the full course to the student due to government sanctions.	Refund of unspent tuition fees calculated as follows: • weekly tuition fee x weeks of tuition yet to be delivered	Refund in full	Refund in full	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
The student defaults and the College does not have a written agreement with the student.	Refund of unspent tuition fees calculated as follows: • weekly tuition fee x weeks in default period	Refund in full	Refund in full	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full, providing pickup is cancelled more than 48 hours before arrival	No refund
Student seeks a refund after suspending studies during current semester and transferring tuition fee credit to a future semester.	No refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC provider's refund policy (generally pro rata refund for period of stay in Australia).	Refer to Accommodation Provider's policy.	Refund in full only available if the pickup service was not located on arrival, the emergency phone number was called and alternative arrangements were not made	No refund