## Appendix A: Taylors College refund scenarios

Navitas Australia Pty Limited (formerly named Study Group Australia Pty Limited) trading as Taylors College Sydney. CRICOS Provider Code: 01682E	First/Current term tuition fees	Future term tuition fees	Enrol
Pre-commencement events			
Student withdraws their enrolment and applies for refund 28 days or more before course commencement.	Refund of first term tuition fees, less \$2,500	Refund in full	No re
Student withdraws their enrolment and applies for a refund 27 days or less before course commencement.	Refund of 50% of the first term tuition fees	Refund of 50% of future course tuition fees	No re
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 re
Student does not commence; or 'no show'.	No refund	Refund of 50% of future course tuition fees	No re
Student provides fraudulent information in their application for admission, leading to enrolment cancellation, offer withdrawal or visa refusal.	No refund	Refund of 50% of future course tuition fees	No re
Visa rejected before student commences (not due to fraud).	Refund, minus the lesser of \$500 or 5% of any fees paid for first semester. If visa is rejected due to a College error or College default, refund in	Refund in full	No re is reje which
Student has their enrolment cancelled by the College due to failure to pay part or all of course fees.	full. No refund of first semester tuition fees, to the extent paid	Not applicable	No re
Student withdraws their enrolment due to compassionate or compelling circumstances.	Refund in full	Refund in full	No re
The College is unable to provide the course to the student due to government sanctions.	Refund in full	Refund in full	Refur



olment fees	OSHC through the College's preferred provider	Other non-tuition fees: Textbooks/stationery received by student, late payment fees and fees paid for replacement Student ID cards		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
efund, unless student visa application jected as a result of a College error (in ch case, refund in full)		No refund		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
efund	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		
ind in full	Refund in full if student has not arrived in Australia. Otherwise refund depends on OSHC provider's refund policy.	No refund		

The College defaults (eg, course fails to start on the agreed	Refund in full	Refund in full	Refund in full	Refund in full if student has not	No refund
starting date, ceases to be provided by the College) and the				arrived in Australia. Otherwise	No refund
student requests a refund.				refund depends on OSHC	
student requests a refund.					
				provider's refund policy.	
Post-commencement events					
Student withdraws their enrolment after course	No refund	Refund in full	No refund	Refund depends on OSHC	No refund
commencement.				provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	
Student has their enrolment cancelled by the College for	No refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC	No refund
misconduct.				provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	
Student has their enrolment suspended by the College for	No refund	Refund of future course tuition fees less a \$2,500	No refund	Refund depends on OSHC	No refund
misconduct.		cancellation fee per semester.		provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	
Student provides fraudulent information in their application	No refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC	No refund
for admission, leading to enrolment cancellation or offer				provider's refund policy	
withdrawal.				(generally pro rata refund for	
				period of stay in Australia)	
Student has their enrolment cancelled by the College due to	No refund	Refund in full	No refund	Refund depends on OSHC	No refund
a breach of attendance and course progression.				provider's refund policy	Noreland
a breach of attendance and course progression.				(generally pro rata refund for	
				period of stay in Australia)	
Student has their enrolment cancelled by the College due to	No rofund	Not applicable	No refund	Refund depends on OSHC	No refund
			No refutio		No refutio
failure to pay part or all of course fees.				provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	
Student has their enrolment cancelled due to a breach of visa	i no refund	Refund of 50% of future course tuition fees	No refund	Refund depends on OSHC	No refund
conditions.				provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	
Visa rejected after a student commences (not due to fraud).	Refund, minus the greater amount of either:	Refund in full	No refund, unless student visa application		No refund
	• 5% of the fees paid, or		is rejected as a result of a College error (in		
	• the unspent tuition fees calculated as follows:		which case, refund in full)	(generally pro rata refund for	
	refund amount = weekly tuition fee × weeks in default period			period of stay in Australia)	
Student withdraws their enrolment due to compassionate or	Pro-rata refund for current semester	Refund in full	No refund	Refund depends on OSHC	No refund
compelling circumstances.				provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	
Student passes or fails the AEP program, but then either	Refund of unused USPP tuition fees for first/current semester less a	Refund in full	No refund	Refund depends on OSHC	No refund
withdraws from USPP or changes to a different provider.	\$2,500 cancellation fee.			provider's refund policy	
withdraws nom osr of changes to a different provider.				(generally pro rata refund for	
				period of stay in Australia)	
Student fails the AEP program and is not continuing to a	Refund in full	Refund in full	No refund	Refund depends on OSHC	No refund
USPP due to an inability to successfully complete the AEP.				provider's refund policy	
USEF due to an mability to successfully complete the AEP.					
				(generally pro rata refund for	
The College defaults (on the College is workly to delive the	Defund of unement twitten free relevated of follower	Defined in full	Defund in full	period of stay in Australia)	No refund
The College defaults (eg, the College is unable to deliver the	Refund of unspent tuition fees calculated as follows:	Refund in full	Refund in full	Refund depends on OSHC	No refund
course in full) and the student requests a refund.	<ul> <li>weekly tuition fee x weeks in default period</li> </ul>			provider's refund policy	
				(generally pro rata refund for	
				period of stay in Australia)	

The College is unable to provide the full course to the student due to government sanctions.	<ul><li>Refund of unspent tuition fees calculated as follows:</li><li>weekly tuition fee x weeks of tuition yet to be delivered</li></ul>	Refund in full	Refund in full	Refund depends on OSHC No refund provider's refund policy (generally pro rata refund for
The student defaults and the College does not have a written agreement with the student.	<ul> <li>Refund of unspent tuition fees calculated as follows:</li> <li>weekly tuition fee x weeks in default period</li> </ul>	Refund in full	Refund in full	period of stay in Australia)         Refund depends on OSHC       No refund         provider's refund policy       (generally pro rata refund for         period of stay in Australia)       Provider's refund for
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 No refund provider's refund policy (generally pro rata refund for period of stay in Australia)