



# Refund Policy 2026

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## Part 1 Purpose and application

### 1.1 Purpose

- (1) This policy and its procedures explain the situations where refunds of course or tuition fees may be given to, or on behalf of, students enrolled in University of Sydney Preparation Programs (USPPs).
- (2) This policy and its procedures follow the rules of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### 1.2 Start date

- (1) This policy commences the day after the day on which it is registered.

### 1.3 Application

- (1) This policy and its procedures apply to all students who are starting, continuing, or yet to begin their enrolment in the University of Sydney Preparation Programs (USPPs), which are delivered on behalf of the University of Sydney by Navitas Australia Pty Limited (CRICOS Provider Code: 01682E), trading as Taylors College Sydney. It also applies to students who enrolled before this policy began, as long as using this policy does not disadvantage them compared with the policy that was in place when they first enrolled.

## Part 2 General Principles

- (1) If a student is entitled to a refund of tuition fees under this policy, the refund will normally be paid within 28 days after the College receives a fully completed USPP Request for Refund form and all required supporting documents. If the College defaults (see Procedures clause 2.3), the refund will be paid within 14 days of either the agreed course start date (if the course has not begun) or the day the course stopped being delivered (if the course had already begun).
- (2) If a student withdraws from their enrolment, or if the College cancels their enrolment, the student may still need to pay any outstanding tuition fees. Any costs the College pays to recover unpaid fees (such as debt collection fees) may also be charged to the student. These amounts will be deducted from any refund before it is paid.
- (3) There are different student refund entitlements for different scenarios; these are summarised in Schedule 7.1.
- (4) Some non-tuition fees are paid to external service providers, and refunds for these fees depend on the refund policies of those providers. Details are also in Schedule 7.1.
- (5) If the College finds that a student has provided fraudulent information in their application, before or after starting their course, the student's offer will be withdrawn or their enrolment cancelled. In this case, only the fraud-related refund rules in Schedule 7.1 apply, and the student cannot receive a refund for any other reason.
- (6) Students who suspend their enrolment after starting USPP may ask for their unused prepaid tuition fees to be kept as credit for a future semester. If they later withdraw from the course, they cannot receive a refund of this credit.
- (7) If a student is entitled to a partial refund for a future semester but has not yet paid the tuition fees for that future semester, the College may keep some or all of the tuition fees already paid for the first or current semester to cover the non-refundable amount.
- (8) If a delay in processing a refund is caused only by the College's investigation or appeals process, the College will make sure the student is not disadvantaged.
- (9) The College Director may approve a higher refund amount than what is normally allowed under this policy.
- (10) To reduce the risk of money laundering, the College prefers to pay refunds to the student or the original payee. As an exception, the College may pay a refund to a family member who is not the original payee, but only if the refund is sent to the same country and in the same currency.
- (11) Complaints and appeals:
  - (a) Complaints or appeals about refunds for USPP courses can be made through the Complaints and Reviews Policy and Procedures. This policy does not limit a student's right to take action under Australia's Consumer Protection Laws, if those laws apply.

## Part 3 Records Management

- (1) Records related to this policy will be stored and managed according to the Records Management Policy and Procedures. Any confidential documents will be kept safe and handled in line with privacy requirements.

## Part 4 Definitions

|                                                  |                                                                                                                                                                                                                 |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Admissions</b>                                | means the Taylor's College Sydney Admissions team.                                                                                                                                                              |
| <b>AEP</b>                                       | means the Academic English Preparation program delivered by Taylor's College Sydney, which may be packaged with a University of Sydney Foundation Program                                                       |
| <b>Affiliates</b>                                | means consultants and contractors to the College; members of the Board of USFP; members of College committees; and any other persons appointed or engaged by USFP to perform duties or functions on its behalf. |
| <b>Cancellation of Enrolment</b>                 | means terminating a course enrolment, which is initiated by the College (for example, on the basis of student misconduct or due to unsatisfactory course progress).                                             |
| <b>Certified</b>                                 | means to declare to be correct, true and or genuine; to affirm in an official capacity.                                                                                                                         |
| <b>The College</b>                               | means Taylor's College Sydney, including its staff, affiliates and contractors.                                                                                                                                 |
| <b>College Director</b>                          | means the most senior staff member for the College (or their delegate).                                                                                                                                         |
| <b>Compassionate or compelling circumstances</b> | means circumstances generally beyond a student's control which have a significant impact upon a student's course progress or wellbeing.                                                                         |
| <b>Course</b>                                    | means a sequence of academic subjects to achieve stated learning outcomes.                                                                                                                                      |
| <b>CRICOS</b>                                    | means Commonwealth Register of Institutions and Courses for Overseas Students.                                                                                                                                  |
| <b>Delegate</b>                                  | means a person who has been authorised to perform a specific responsibility.                                                                                                                                    |
| <b>Department of Home Affairs (DHA)</b>          | means the Australian Government department responsible for issuance of student visas and provision of student visa services ( <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> ).             |
| <b>eCoE</b>                                      | means an electronic Confirmation of Enrolment (eCoE) issued by an education provider to verify a student's enrolment in a course.                                                                               |

|                                               |                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enrolment</b>                              | means confirmed acceptance into a USPP course where a student is progressing towards the completion of the course requirements.                                                                                                                                                                                                                                                      |
| <b>Family Member</b>                          | means, for the purpose of this policy, a student's parent(s), legal guardian(s) or spouse.                                                                                                                                                                                                                                                                                           |
| <b>International student/overseas student</b> | means a person (whether physically located within or outside Australia) who holds or needs a visa with rights to study in Australia, and who has the right to enrol at the College.                                                                                                                                                                                                  |
| <b>Letter of Offer</b>                        | means the document issued by Taylor's College Sydney in conjunction with other material, offering an applicant admission to a USPP.                                                                                                                                                                                                                                                  |
| <b>National Code</b>                          | means the <u><a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></u> made under subsection 33(1) of the <u><a href="#">Education Services for Overseas Students (ESOS) Act 2000 (Cth)</a></u> which outlines nationally consistent standards for the conduct of registered providers and the registration of their programs. |
| <b>Non-tuition fees</b>                       | means fees that are not directly related to course tuition, such as enrolment fees, Overseas Student Health Cover (OHSC), stationery and textbooks, late payment fees, and replacement of Student ID Card fee. Non-tuition fees are outlined in a student's letter of offer and listed on the College website                                                                        |
| <b>Overseas Student Health Cover (OHSC)</b>   | The Overseas Student Health Cover which must be purchased by an international student as a condition of their student visa and maintained for the duration of that visa.                                                                                                                                                                                                             |
| <b>Original payee</b>                         | means the person or entity that originally transferred fees to the College                                                                                                                                                                                                                                                                                                           |
| <b>Refund</b>                                 | means a full or partial reimbursement of tuition and/or non-tuition fees, which may be made to a student, the original payee or to an authorised family member.                                                                                                                                                                                                                      |
| <b>Student</b>                                | means a person who is or was an enrolled student in a University of Sydney Preparation Program.                                                                                                                                                                                                                                                                                      |
| <b>Student Non– Academic Misconduct Panel</b> | means the panel formed by the College Director or delegate to make decisions regarding allegations of student misconduct.                                                                                                                                                                                                                                                            |
| <b>Study Period</b>                           | means a semester of the USFP programme. The USFP Standard and Intensive programmes each consist of two semesters and two instalments.                                                                                                                                                                                                                                                |

|                                                         |                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Suspension</b>                                       | means temporarily putting a commenced course on hold, and may be initiated by the student (for example, a leave of absence) or by the College.                                                                                                                                                                               |
| <b>Tuition fees</b>                                     | means the fees paid for receiving tuition in a USPP-related course or program of study. Tuition fees do not include enrolment and other non-tuition fees. Tuition fees are outlined in a student's letter of offer.                                                                                                          |
| <b>Tuition Protection Service (TPS)</b>                 | means an Australian government service to assist students 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. |
| <b>University of Sydney Preparation Programs (USPP)</b> | means the non-award pathway programs offered by the University of Sydney and delivered by Navitas Australia trading as Taylors College Sydney. They include the University of Sydney Foundation Program and the High Achievers Preparation Program (HAPP).                                                                   |
| <b>Withdrawal</b>                                       | means a request to cease a course enrolment that is initiated by the student, effective on the date when the student makes a formal written request.                                                                                                                                                                         |

## Part 5 Notes

### Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

- (1) CANCELLATION AND REFUND POLICY AND PROCEDURES 2021

### Refund Policy 2026

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date commenced      | 4 August 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Approver:           | USFP BoS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Owner:              | College Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Review date:        | within 5 years of Date Commenced                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Rescinded documents | CANCELLATION AND REFUND POLICY AND PROCEDURES 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Related documents   | <p><u><a href="#">(1) Competition and Consumer Act 2010 (Cth)</a></u></p> <p><u><a href="#">(2) Corporations Act 2001(Cth)</a></u></p> <p><u><a href="#">(3) Education Services for Overseas Students (ESOS) Act 2000 (Cth)</a></u></p> <p><u><a href="#">(4) Education Services for Overseas Students Regulations 2019 (Cth)</a></u></p> <p><u><a href="#">(5) Higher Education Standards Framework (Threshold Standards) 2021</a></u></p> <p><u><a href="#">(6) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)</a></u></p> <p><u><a href="#">(7) National Standards for Foundation Programs</a></u></p> <p><u><a href="#">(8) Privacy Act 1988 (Cth)</a></u></p> <p><u><a href="#">(9) Academic Integrity Policy and Procedures</a></u></p> <p><u><a href="#">(10) Admissions Policy and Procedures</a></u></p> <p><u><a href="#">(11) Attendance Policy and Procedures</a></u></p> <p><u><a href="#">(12) USPP Deferral, Suspension, Withdrawal and Cancellation Policy and its Procedures</a></u></p> <p><u><a href="#">(13) Monitoring Course Progress Policy and Procedures</a></u></p> |

[\(14\) Progression and Exclusion Policy and Procedures](#)

[\(15\) Records Management Policy and Procedures](#)

[\(16\) Request for Refund Form](#)

[\(17\) Student Code of Conduct](#)

[\(18\) Student Complaints and Appeals Policy and Procedures](#)

[\(19\) Student Enrolment Terms and Conditions](#)

[\(20\) Student Misconduct Policy and Procedures](#)

[\(21\) Student Privacy Policy](#)

[\(22\) University of Sydney Under 18 International Students Policy 2025](#)

[\(23\) University of Sydney Under 18 International Students Procedures 2025](#)

## Part 6 Amendment history

| Register Version | Approved by | Clause                             | Amendment                                                                                                               | Commenced     |
|------------------|-------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------|
| 1                | BOS         | Whole document<br>Part 7 Schedules | Policy and procedures moved to new policy template<br>Combined Refund Scenarios with Policy<br>Updated Refund Scenarios | 4 August 2026 |

## Part 7: Schedules

### Appendix A: USPP refund scenarios



TaylorsCollege

Navitas Australia Pty Limited (formerly named Study Group Australia) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney delivers the University of Sydney Preparation Programs on behalf of the University of Sydney.  
University of Sydney CRICOS Provider Code: 00026A.

#### Pre-commencement events

|                                                                                                                                                                                 | First/Current semester tuition fees                                                                                                                        | Future semester tuition fees                | Enrolment 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 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| 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. | 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. | 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. | 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. | 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. | 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.<br><br>If visa is rejected due to a College error or default, refund in full. | Refund in full                              | No refund, unless student visa application is rejected as a result of a College 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. | 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. | 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. | 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. | 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. | No refund |
| <b>Post-commencement events</b>                                                                                                                       |                                                                                                                                                                                               |                                                                                    |                                                                                                                       |                                                                                                                    |           |
| 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)        | 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)        | 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)        | 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)        | 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)        | 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)        | 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)        | No refund |
| Visa rejected after a student commences (not due to fraud).                                                                                           | Refund, minus the greater amount of either:<br>• 5% of the fees paid, or<br>• the unspent tuition fees calculated as follows:<br>refund amount = weekly tuition fee × weeks in default period | Refund in full                                                                     | No refund, unless student visa application is rejected as a result of a College 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)        | 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) | 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) | 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) | 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:<br>• 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) | 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:<br>• 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) | 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:<br>• 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) | 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) | No refund |