

Refund Procedures 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 Refund Procedures

2.1 Applying for refunds of tuition fees

- (1) All students must request a refund in writing by using the USPP Request for Refund form.
- (2) If a student asks for a refund because their visa application was refused, they must give the College a copy of the official visa refusal letter.

2.2 Payment of refunds

- (1) Refunds are usually paid to the student or the person who first made the payment. The College needs:
 - (a) a copy of the original payment advice,
 - (b) proof that the bank account name matches the person who made the first payment, and
 - (c) a copy of the payee's passport for checking.
- (2) Refunds may be paid to family members, even if they were not the original payer. Refunds will not be paid to anyone else.
- (3) A student (or the parent/legal guardian of a student under 18) may ask for a family member to receive the refund. The student must give:
 - (a) a letter with certified photo ID for both the student and the family member (government issued and certified within the last six months), and
 - (b) a clear explanation of the relationship between the student and the family member.
- (4) Family members must also show evidence of their relationship to the student.
- (5) Refunds will be paid in Australian dollars, US dollars, or another currency if this is not possible. The student, original payer, or approved family member can ask for a statement showing how the refund was calculated.

2.3 College default

- (1) If the College cannot start a course on the agreed date, or cannot deliver the course fully or partly, the student will receive a full refund of any unspent tuition fees. The refund will be paid:
 - (a) within 14 days of the agreed start date (if the course has not started), or
 - (b) within 14 days of the day the course stopped being delivered (if the course had already started).

The student may also be offered a place in a suitable alternative course at no extra cost.

- (2) If the course has already begun and the College defaults, the student may choose:

- (a) a refund of the unspent tuition fees, calculated as: weekly tuition fee × number of weeks in the default period, or
 - (b) a place in another suitable course, if one is available.
- If the student chooses another course, they must sign a document to show they accept the new placement.
- (3) If the course has not started and the College defaults, the student will receive a full refund.
 - (4) In these situations only, the College may agree to send the refund directly to another Australian education provider. The student must provide a copy of the invoice from the receiving provider.
 - (5) If the College cannot:
 - (a) give a refund, or
 - (b) place the student in a suitable alternative course,
 - (6) the College will refer the case to the TPS (Tuition Protection Service). The TPS will help the student:
 - (a) find another suitable course at no extra cost, or
 - (b) receive a refund of any unspent tuition fees, if needed.
 - (7) Navitas must follow all TPS requirements. More information is available at <https://tps.gov.au>.

2.4 Applying for refunds of non-tuition fees

- (1) Some examples of non-tuition fees are listed in the definitions section of the Refund Policy. These fees are different from tuition fees.
- (2) Homestay/accommodation refunds.
 - (a) Students must apply directly to their Homestay or accommodation provider for any refund.
- (3) Overseas Student Health Cover refunds
 - (a) All students must have valid OSHC for the whole time covered by their student visa. Navitas can arrange OSHC, and this is paid with the first tuition fee payment.
 - (b) If a student chooses a different OSHC provider instead of the one recommended by Navitas, they must give the Department of Home Affairs proof of OSHC for the whole study period before a visa can be granted.
 - (c) If a student does not arrive in Australia to start their course, the student (or their sponsor, if they have one) will receive a full OSHC refund.
 - (d) If a student has already arrived in Australia, the refund amount will depend on the OSHC provider's refund policy.
 - (e) If a student stops their course and returns home overseas, or if they no longer hold a student visa, they may:
 - (i) apply directly to their OSHC provider for a refund, or

- (ii) apply through the College if they used Navitas' preferred OSHC provider.

Part 3 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

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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
Related documents	<u>Competition and Consumer Act 2010 (Cth)</u> <u>Corporations Act 2001(Cth)</u> <u>Education Services for Overseas Students (ESOS) Act 2000 (Cth)</u> <u>Education Services for Overseas Students Regulations 2019 (Cth)</u> <u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)</u> <u>National Standards for Foundation Programs</u> <u>Privacy Act 1988 (Cth)</u> <u>Academic Integrity Policy and Procedures</u> <u>Admissions Policy and Procedures</u> <u>Attendance Policy and Procedures</u> <u>Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures</u> <u>Monitoring Course Progress Policy and Procedures</u> <u>Progression and Exclusion Policy and Procedures</u> <u>Records Management Policy and Procedures</u> <u>Request for Refund Form</u> <u>Student Code of Conduct</u>

[Student Complaints and Reviews Policy and Procedures](#)

[Student Enrolment Terms and Conditions](#)

[Student Misconduct Policy and Procedures](#)

[Student Privacy Policy](#)

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

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

Part 4 Amendment history

Register Version	Approved by	Clause	Amendment	Commenced
1	BoS	Whole Document	Moved to New Policy Template Language revised to improve student readability.	4 August 2026