

Refund and Cancellation Fee Policy



Requests for refund must be lodged to the Chief Executive Office of Stanley College in writing.

General Information

- All *Cancellations and Requests for Refund* must be submitted using the **Refund Application Form**, which is available at the Reception Desk or via the Stanley College website www.stanleycollege.edu.au.
- In case of a cancellation by the student or Stanley College, any outstanding fees to Stanley College become due within 7 (seven) days.
- The costs incurred by Stanley College for unpaid fees, may be recovered as a debt by action in a court of competent jurisdiction.
- Stanley College will not release any testamurs to students until all outstanding course fees have been paid.
- All amounts referred to in the Refund and Cancellation Fee Policy are in Australian Dollars (AUD).
- Where a refund is approved by the CEO, and is not due to the College defaulting, Stanley College will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**.
- No refunds will be paid to a third party (a person other than the student), unless the student requests in writing that the refund is to be transferred to another bank account.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated. This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

Table of Refund Specifications and Cancellation Fees for International Students

Courses LONGER than 10 weeks			
Reason for Refund	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Nil	Full refund less cancellation fee	5% of a semester fee or \$250 Administration Expenses (whichever is the lesser)
Student with a student visa withdraws Or Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% of a semester fee or \$1000 (whichever is the lesser)
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of a semester fee	30% of semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee plus 10% or \$1000 (whichever is the lesser)
	After semester/course commences	No Refund	100% of semester fee
<p>Note: A student who has paid for more than two semesters in advance and withdraws during a semester and more than four weeks before the commencement of the following semester, would receive no refund of fees for the current semester, at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester; less cancellation fees.</p>			

Courses of 10 weeks or less			
Reason for Refund	Notification Period	Refund	Cancellation Fee
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less cancellation fee	5% of a semester fee or \$250 Administration Expenses (whichever is the lesser)
Student with a student visa withdraws Or Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before semester/course commences	Full refund less cancellation fee	10% of a semester fee or \$1000 (whichever is the lesser)
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of a semester fee	30% of semester fee
	4 weeks or less before semester/course commences	No Refund	100% of semester fee
	After semester/course commences	No Refund	100% of semester fee

Refunds after Stanley College Default

In the event of Stanley College default, then all monies paid less the application fee and any expense the provider incurred prior to the day of the default will be refunded to the student within 14 days of the default day.

Stanley College defaults if the course:

- (a) does not start on the agreed starting day.
- (b) stops being provided after it starts and before it is completed or
- (c) is not provided fully to the student because Stanley College has had sanctions imposed.

Alternatively, the student may be offered enrolment in an alternative course at no extra cost. The student reserves the right to either accept the full refund amount or a place in another course.

If Stanley College is unable to provide a refund or place you in an alternative course, then the student shall be referred to the Australian Council for Private Education and Training (ACPET), who will place you in a suitable alternative course at no extra cost to you.

Finally, if ACPET OSTAS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.