



# Swann College

## STUDENT FEE REFUND POLICY

This policy provides the terms and conditions under which students may apply for a refund of fees. This applies to students who are not covered by the VET FEE-HELP loan.

Please note the following are **NON REFUNDABLE FEES AND CHARGES** as outlined in the student pre-enrolment handbook:-

Late Payment Fee Charges	Admin Fee	\$50.00 P/W
Deferral or suspension of course by student	Application Fee	\$250.00
Change of course fee	Application & Admin fee	\$250.00
Cancellation of COE	Application fee	\$250.00
Withdrawal from Course fee	Application & Admin fee	\$300.00
Extension of Confirmation of Enrolment	Application & Admin fee	\$250.00
Re-enrolment / Re-instatement	Application & Admin fee	\$250.00
Re-sit an Assessment	Admin Fee	\$100 Theory \$150 Practical
Re-enrolment in a unit of competency	Admin Fee	\$350.00
Credit Card payment surcharge	Admin Fee	2.0% of payment amount
Document request Fee [5 working day turnaround]	Admin Fee	\$15.00
Express Document request Fee [ 24 hours turnaround]	Admin Fee	\$30.00
Re-issuance of academic transcript	Admin Fee	\$50.00
Re-issuance of course completion letter	Admin Fee	\$50.00
Reissuance of Statement of Attainment / or Test amur of qualification	Admin Fee	\$180.00
Change in payment plan	Admin Fee	\$300.00

If students withdraw no less than 14 calendar days before the commencement of their course will not incur penalty fees and are entitled to a full refund of any course fees paid.

A full refund of tuition fees paid will be issued to students if Swann College defaults for any of the following reasons:

- a) The course is not provided in full to the student because of sanctions that may have been imposed on Swann College by the Regulators
- b) The course is no longer provided by Swann College and the train out time has elapsed through no fault of the student *[this does not include the student failing to submit work for assessment by the due dates set by their facilitator]*
- c) The course does not begin on the agreed commencement date and the student, for a valid reason, cannot commence at the new designated commencement date.

The refund will be issued within 28 days of the student applying for a refund.



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- In the event where the student's visa is refused, full pre-paid tuition fees and pre-paid material fees less \$300 Application Fee for initial and subsequent courses will be refunded to the student.
- In the event the student fails to commence any Unit on the agreed start date (Non-commencement), there will be no refund for that Unit and total tuition fees and material fees are payable to Swann College. However, pre-paid tuition fees for subsequent courses less \$1,500 Non-refundable Tuition Fee/ course and pre-paid material fees for subsequent courses will be refunded. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, and the balance will be refunded.
- If the student withdraws from a course more than 10 weeks prior to commencement date, full pre-paid tuition fees for the course less \$300 Application Fee will be refunded. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, and the balance will be refunded.
- If the student withdraws from a course between 4 and 10 weeks prior to commencement date, 30% of the total tuition fees for that course are payable to Swann and non-refundable. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, the balance will be refunded.
- If the student withdraws from a course less than 4 weeks prior to commencement, 50% of the total tuition fees for that course are payable to Swann and non-refundable. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, the balance will be refunded.
- If the student withdraws from a course on or after commencement date, total tuition fee is payable to Swann and non-refundable. If the student has payment obligations to Swann, Swann will be able to make payment adjustments from the student's pre-paid tuition fees for subsequent courses, and the balance will be refunded.
- In case the student's enrolment is cancelled by Swann for misconduct, Unsatisfactory Academic Progress or Unsatisfactory Attendance, all unpaid tuition fees are payable to Swann and non-refundable and there will be no refund of any pre-paid tuition fees for the current and subsequent courses
- In case student has been granted Temporary Resident/Permanent Resident Visa during a study period and student wants to withdraw from the course, the total of all unpaid tuition fees are payable to Swann are non-refundable, and there will be no refund of any pre-paid tuition fees for the course.
- In case the student's visa is cancelled during a study period, total tuition fee is payable to Swann and non-refundable and Fees and there will be no refund of pre-paid tuition fees for the subsequent courses.
- If a visa is cancelled before commencement, the student will be entitled for full refund of pre-paid tuition fees and pre-paid material fees less \$300 Enrolment Fee for the initial and any subsequent courses.



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- In the event where Swann cancels its offer based on fraudulent documents and/ or misleading information provided by the student, the total of any unpaid tuition fees are payable to Swann and non-refundable. There will be no refund of pre-paid tuition fees for the initial and subsequent courses.
- If students have payment obligations to Swann, Swann will be able to make payment adjustments from students' pre-paid tuition fees for subsequent courses, the balance will be refunded.

Swann College reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the non-refundable Enrolment Fee.

With the exemption of granting RPL or credit transfer before the course commences and the student being successful in their RPL application there is no provision for Swann College to reduce the length of their course from those shown on their enrolment form.