INTERNATIONAL STUDENT REFUND POLICY

Definitions

Course: an accredited higher education course offered by the SHEA.

Student: refers to an international student that requires a student visa to study in Australia.

Course Fees: fees paid for a Course.

Transfer Restriction Period: During the period from 2 October 2026 until 30 June 2027, the transfer restriction period will be 12 months and from 1 July 2027 will revert back to 6 months.

1. Overview

This policy outlines the process for an international student to claim a refund and the circumstances in which a refund will be paid. This policy does not cover students who do not require a student visa to study in Australia (domestic students).

2. Refunds

- The initial application fee is not refundable.
- This policy applies to both commencing and re-enrolling students.
- Requests for a refund in the case of student default must be submitted on the *International Student Refund Request Form* and must be accompanied by official documentary evidence of the grounds for the request for a refund (Note: no application is required for refunds described in items 1, 2 and 3 in the table below).
- Refunds will be paid in Australian dollars to the student or nominated bank account as specified in the *International Student Refund Request Form*[1].
- For overseas refund payment, an international money transfer fee will be deducted from the refund amount.
- Approved refunds will be paid in full within 30 days of receipt of the refund request, provided that:
    - all supporting documents have been submitted as necessary; and
    - all relevant information to enable payment has been provided (complete bank details including swift code and correspondent bank for overseas payments).

The amount of refund is determined as shown in the following table. A refund administration fee (as published on SHEA's website) and any bank fees that apply to the payment of the refund are deducted from the refund amount. If you have paid by credit card the refund must be made to the same credit card. If you have paid by direct deposit the refund will be paid to the bank account that you specify in writing. Refunds can only be paid to an account of somebody else with your express written permission. If for any reason, SHEA cannot meet its obligation to pay you a refund, the Tuition Protection Service (TPS) will assist you to receive a refund of your unspent tuition fee. Refer: https://www.education.gov.au/tps/international-students.

[1] That is: the refund will be paid into the student's nominated bank account, or where it is identified that another person or organisation paid the fees, to their nominated bank account.

#	REFUND CIRCUMSTANCES	REFUND CALCULATION
1.	SHEA is unable to run the Course on the scheduled start date	100% refund of Course Fees and Overseas Student Health Cover (OSHC) fees within 14 days of the default date or offer an alternative course at no extra cost. Students will not be required to apply for a refund in this case.
2.	SHEA cancels a Course after the start date and before the completion date	Refund of unused Course Fees will be calculated on a pro-rata basis and paid within 14 days. Students will not be required to apply for a refund in this case.
3.	An offer of a place is withdrawn by SHEA (the exception is when the offer was made on the basis of intentional incorrect information)	100% refund of Course Fees and OSHC fees within 14 days. Students will not require to apply for refund in this case.
4.	Student's visa application is refused (the student must provide a certified copy of the official letter of visa application rejection by the Department of Home Affairs)	100% refund of Course Fees and OSHC fees
5.	Refund request is received more than 10 weeks before the commencement of the study period	100 % refund of Course Fees for that study period
6.	Refund request is received less than 10 weeks but more than 6 weeks before the commencement of the study period	Refund is 70% of Course Fees for that study period
7.	Refund request is received less than 6 weeks but more than 2 weeks before the commencement of the study period	Refund is 50% of Course Fees for that study period
8.	Refund request is received less than 2 weeks before the commencement of the study period	Refund is 30% of Course Fees for that study period
9.	If a student withdraws from the Course on or after the commencement date for any study period	The student will not be eligible for a refund of the Course Fees paid for that study period
10.	Withdrawal from a Course on illness and compassionate grounds	Refund will be decided on a case by case basis as detailed in section 3 of this policy
11.	If a student holds a valid student visa at the time of enrolment with SHEA, but after commencing their Course, their current visa expires and a subsequent visa application is applied for and rejected	Refund for any Course Fees paid to SHEA will be calculated on a pro-rata basis taking into account the student's date of default

#	REFUND CIRCUMSTANCES	REFUND CALCULATION
12.	Student provides false or misleading information in application forms or during study	No refund
13.	Student is terminated due to serious breach of SHEA rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund
14.	Student defers enrolment and commencement date	Refund will be assessed based on the original Course start date
15.	Student is seeking a refund for enrolment in the principal (main) course of study, as applied for on their current Student Visa	No refund for any Course Fees paid for the transfer restriction period of the principal course. Any additional Course Fees, paid beyond the transfer restriction period, that are refundable under this policy, will be refunded

Procedure for claiming a refund:

1. To claim a refund, you must complete an *International Student Refund Request Form*. This can be downloaded from the SHEA website or Student Management System. It is also available at Reception, or you can request the Accounts Officer to send you a copy by emailing accounts@shea.edu.au. *Note:* Students are not required to apply for refunds described in items 1, 2 and 3 in the table above.
2. You must submit evidence to support your request for a refund, such as your receipt of Course Fees paid to-date and certified copies of any supporting documents (such as visa rejection letter, etc.) to SHEA.
3. You must be up-to-date with Course Fees at the time of the request.
4. The request will be assessed based on the information provided.
5. If the refund request is approved, a refund calculation advice is provided that explains how the refund was calculated.
6. If the refund request is not approved, the Student will be notified of the decision.
7. The refund will be paid in Australian dollars.
8. SHEA Accounts will send a copy of the payment receipt to the Student.
9. Records of Results for subjects completed and paid to-date will be issued upon request.

3. Special circumstances for refunds

SHEA has the discretion to approve refunds if the student would be unreasonably disadvantaged if not granted a refund - for example:

- A student meets with a serious misadventure, serious illness or hospitalisation (two weeks period minimum) supported by a medical certificate.
- Special circumstances that have been discussed and agreed upon between the student and the Dean and Finance Manager.

The following circumstances would not be accepted for a refund:

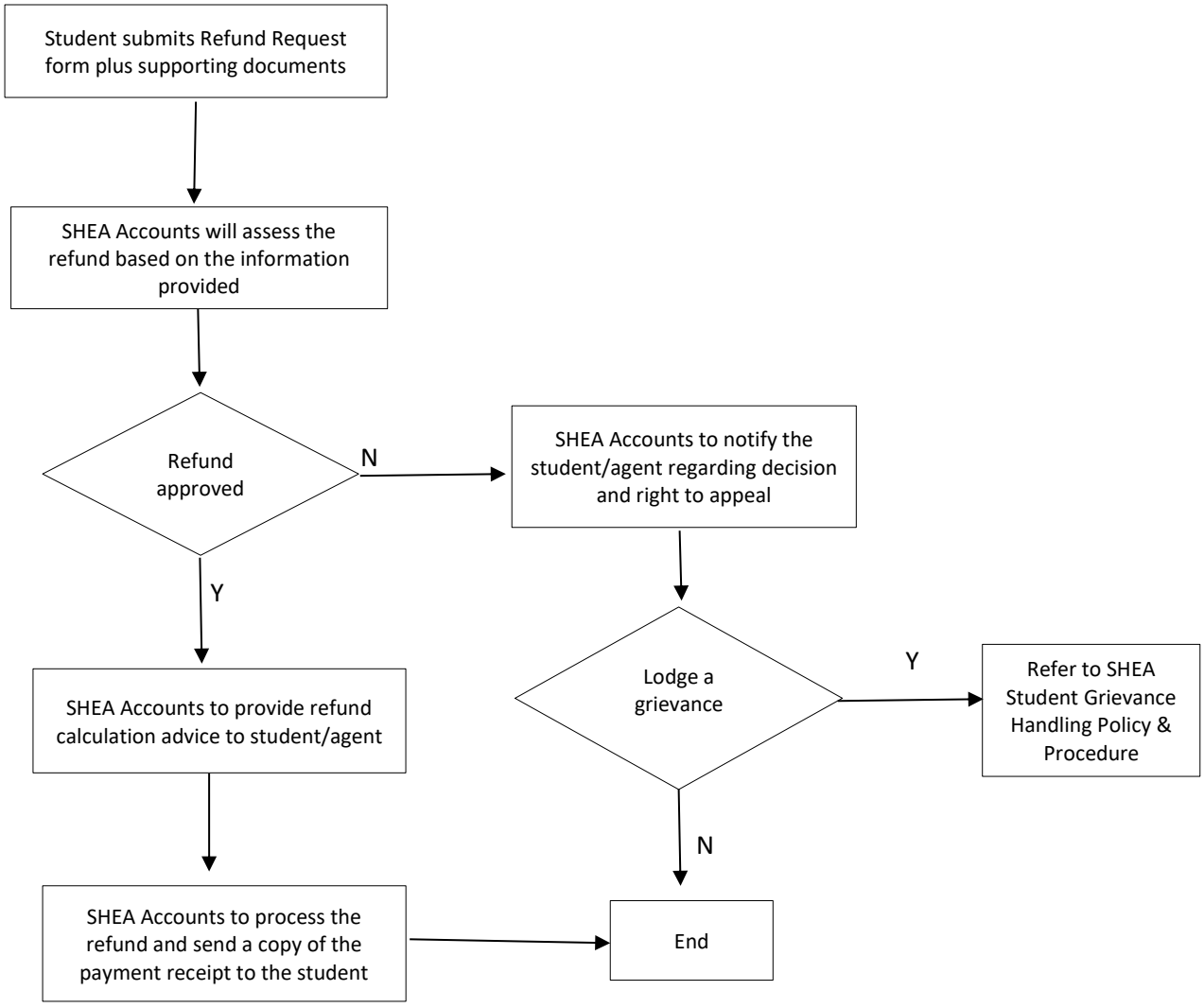
- Change in work hours;
- Job change or retrenchment;
- Moving interstate or overseas;
- Technology barriers which mean you are having difficulty completing the Course;
- Language or writing barriers which were not declared at the time of application which mean you are having difficulty completing the Course.

4. Complaints regarding refunds

Students are entitled to access the grievance handling process should they be dissatisfied about SHEA's decisions relating to refunds (*Student Grievance Handling Policy and Procedure [POL024]*). This information is available on the SHEA website.

Students are advised that the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

REFUNDS PROCESS FLOW CHART (in cases of student default)



5. Publication

This *International Student Refund Policy [POL028B]* is made available to students and persons seeking to enrol with SHEA by publication on the website: www.shea.edu.au.

This refund policy will also form part of enrolment information and the student orientation program.

6. Related Documents

- International Student Refund Request Form
- POL024 Student Grievance Handling Policy and Procedure
- Education Services for Overseas Students (Calculation of Refund) Instrument 2024

7. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	12 October 2022	Document creation and initial approval
1.1	Executive Management Committee	6 September 2023	Added Section 5 Related Documents section. Minor edits
1.2	Executive Management Committee	18 December 2023	Minor updates to section 2
1.3	Executive Management Committee	16 April 2025	Minor updates to section 2 to reference TPS and clarify refund administration fees
1.4	Executive Management Committee	29 October 2026	Changes to policy as a result of consideration of report from National Student Ombudsman; Updated reference to Administration Officer to Accounts Officer and associated email address

Document owner: CEO