

RCDC Refund Policy for International Students

1. Policy coverage

This refund policy is applicable to all international students who are enrolled in a course of study offered by Raffles College.

2. Withdrawal from a subject/course

Students of Raffles College who wish to withdraw from a subject or course must do so by writing to the Student Services Manager of Raffles College, and also to Bupa directly (only after the course starting date) if any fees have been paid for Overseas Student Health Cover(OSHC).

3. Refunds

In the event of a student withdrawing from a course before the starting date for that course prepaid tuition fees paid will be refunded to the student; however a cancellation fee will apply: if withdrawing more than 28 days before the course starting date the cancellation fee will be equal to 30% of any prepaid tuition fees, or if withdrawing less than 28 days before the course starting date the cancellation fee will be equal to 50% of any prepaid tuition fees. In the event of a student withdrawing from a course after the student visa has been granted, or after the starting date for that course, no refund is applicable. In the event of a student withdrawing from a course at any time, any prepaid OSHC fees are refundable.

4. Provider Default

In the event that RCDC cancels a student's enrolment due to provider default, students will be notified in writing and will be given an option to either receive a refund of all unused portion of prepaid tuition fees (including a statement that explains how the refund amount has been calculated), or enrol in an alternative course at RCDC or at another provider at no extra cost. If an alternative course cannot be provided then any prepaid tuition fees for that course will be refunded within 14 days. If RCDC is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service (TPS) administered by the Director of TPS will place the student in an alternative course at no extra cost to the student, or otherwise the student will be eligible for a refund as calculated by the Fund Manager.

5. Payment of Refunds of prepaid tuition fees

Refunds of prepaid tuition fees will be paid within 28 days of the starting date of the course to which the withdrawal applies. To request a refund student, students must lodge an Application for Refund to Student Services.

6. Special circumstances

If the student's application for a student visa is refused (except where the student defaults or breaches the visa), prepaid tuition fees are refundable. An application for a refund in this case must be made in writing to the Student Services Manager, together with a letter from the embassy refusing the visa application. Refunds will only be made in your home country or via your agent upon receipt of your written authorisation.

Under the ESOS Act, Raffles College will refuse to provide, or continue providing, the course to the student because of one or more of the following events: (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course; (ii) the student breached a condition of his or her visa; (iii) misbehavior by the student. (In these events prepaid tuition fees will be non-refundable and OSHC fees will be refundable.)

7. Australia's consumer protection laws

This Policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

8. Publication

This refund policy will be made available to students and persons seeking to enrol, by publication on the Raffles College website (www.raffles.edu.au). This refund policy will also form part of enrolment information.

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