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Section 1: Important Information Before Requesting a Refund

1. Where can I find the refund policy for international students?

Answer: The International refund policy is a part of the [International Terms and Conditions](#) that you have signed at the time of application to TAFE NSW.

2. What happens if my fees are not refundable under the refund policy?

Answer: If your fees are not refundable under the refund policy, you will not be entitled to a refund.

However, if you believe you have compassionate or compelling circumstances, you may appeal against the refund decision and request a review of your situation.

Section 2: Non-Refundable Fees

1. Are application fees, registration fees, or processing fees refundable?

Answer: No. These fees are not refundable.

2. Are tuition fees always refundable if I withdraw before my course starts?

Answer: No. Your tuition fees may not be refundable if:

- you do not comply with your enrolment conditions;
- you breach your student visa requirements imposed by the Australian Government;
- you withdraw from your course after the commencement date of your course;
- you, your parents, or your guardian provide false or misleading information.

Before any refund is calculated, we will first check whether any of these conditions apply to your situation.

3. I requested a transfer to another education provider before completing 6 months of my principal course, and my request was not approved. Can I receive a refund?

Answer: No. Tuition fees are not refundable in this situation.

If you are on a student visa, you must follow the required transfer process before changing education providers.

Section 3: Withdrawal Before Your Course Starts

1. I want to withdraw before my course commencement date. Can I receive a refund?

Answer: You may be eligible for a refund if you withdraw before your course commencement date.

The amount of refund you may receive depends on:

- how early you withdraw before your course commencement date; and
- whether you meet the refund requirements.

2. If I withdraw 12 weeks or more before my course commencement date. How much refund will I receive?

Answer: If you are eligible for a refund and you withdraw 12 weeks or more before your course commencement date:

You may receive 80% of the tuition fees paid for your first study period.

If you have paid tuition fees for subsequent study periods, those fees may be refunded in full.

3. If I withdraw 4 weeks or more but less than 12 weeks before my course commencement date. How much refund will I receive?

Answer: If you are eligible for a refund and you withdraw 4 weeks or more but less than 12 weeks before your course commencement date:

You may receive 60% of the tuition fees paid for your first study period.

If you have paid tuition fees for subsequent study periods, those fees may be refunded in full.

4. If I withdraw less than 4 weeks before my course commencement date. How much refund will I receive?

Answer: If you are eligible for a refund and you withdraw less than 4 weeks before your course commencement date:

You may receive 40% of the tuition fees paid for your first study period.

If you have paid tuition fees for subsequent study periods, those fees may be refunded in full.

5. I paid tuition fees for the first study period and the subsequent study periods. How much refund will I receive for the subsequent study periods if I withdraw before my course commencement date?

Answer: If you are eligible for a refund before your course commencement date, tuition fees paid for subsequent study periods may be refunded in full.

6. I paid a Higher Education deposit of \$4,500 as part of a packaged course. Can I receive a refund?

Answer: The Higher Education deposit is generally not refundable.

However, the deposit may be refunded if:

- your student visa application is refused; or
- you withdraw before the first course in your packaged course starts.

Section 4: Withdrawal After Your Course Has Started

1. My course has started and I want to withdraw. Can I receive a refund?

Answer: No. Tuition fees are not refundable if you withdraw on or after your course commencement date.

Any unpaid fees for the study period may still need to be paid.

If you have paid tuition fees for subsequent study periods, those fees may be refunded in full.

2. I only attended classes for a short time and want to withdraw. Can I receive a refund?

Answer: No. Once your course has commenced, tuition fees for that study period are not refundable.

Any unpaid fees for the study period may still need to be paid.

If you have paid tuition fees for subsequent study periods, those fees may be refunded in full.

3. I stopped attending classes but did not officially withdraw. Can I receive a refund?

Answer: No. Stopping attendance does not automatically cancel your enrolment or make you eligible for a refund.

You must follow the formal withdrawal process.

4. I paid a Higher Education deposit of \$4,500 as part of a packaged course. I started my first course in the package and now want to withdraw. Can I receive a refund?

Answer: No. Higher Education deposit of \$4,500 is not refundable if you have started the first course in the package.

However, the deposit may be refunded if your student visa application is refused.

5. I left Australia and no longer want to continue my course. Can I receive a refund?

Answer: Leaving Australia does not automatically make you eligible for a refund.

Your refund eligibility will depend on:

- when you withdraw;
- your reason for withdrawal; and
- whether any non-refundable conditions apply.

6. I completed my current study period and want to withdraw before my next study period starts. Can I receive a refund?

Answer: Yes, you may be eligible for a refund of tuition fees paid for future study periods if you withdraw before those study periods begin.

Tuition fees for the current study period are not refundable.

7. I withdrew after my course started but still owe fees. Do I need to pay them?

Answer: Yes. If you withdraw after your course has started, any unpaid fees for the study period may still be payable.

Section 5: Transfers and Suspension

Transfer to another course at TAFE NSW

1. Can I transfer to another course at TAFE NSW?

Answer: Yes. You can apply to transfer to another course.

Your request will be reviewed based on factors such as:

- availability of places; and
- your visa requirements.

2. What happens to my tuition fees if my course transfer request at TAFE NSW is approved?

Answer: If your transfer request is approved:

- the tuition fees needed for your current course that you attended will be retained; and
- any remaining tuition fees will be credited towards your new course.

3. Can my request to transfer to another course be refused?

Answer: Yes. A transfer request may not be approved if there are no available places or if the transfer does not meet the visa requirements.

Transfer to another Education Provider

1. If I transfer to another education provider without approval from TAFE NSW, can I receive a refund?

Answer: No. If you request a transfer before completing 6 months of your principal course and your request is not approved, tuition fees may not be refundable.

2. If I transfer to another education provider after approval from TAFE NSW, can I receive a refund?

Answer: Yes. If you request a transfer before completing 6 months of your principal course and your release request is approved by TAFE NSW then the unused portion of your paid tuition fees may be refundable, except the \$4,500 Higher Education deposit.

3. If I transfer to another education provider after approval from TAFE NSW, can I receive a refund of my \$4,500 Higher Education deposit?

Answer: No. Higher Education deposit of \$4,500 is not refundable if you have started the first course in the package.

Suspension of Study

1. What happens to my tuition fees if my course is suspended?

Answer: If your enrolment is suspended after the commencement date of your semester, the unused portion of your tuition fees will be kept as a credit.

This credit can be used towards your tuition fees when you resume your studies.

2. Can I receive a refund while my course is suspended?

Answer: No. The unused portion of your tuition fees will normally be held as a credit for your future studies.

3. I decide not to return after my course suspension. Can I receive a refund?

Answer: No. If you choose not to re-commence your suspended course, your credited tuition fees will not be refunded.

4. I decide not to return after my course suspension. Can I receive a refund of my \$4,500 Higher Education deposit?

Answer: No. Higher Education deposit of \$4,500 is not refundable if you have started the first course in the package.

5. My visa status changes while my course is suspended. What happens?

Answer: If your visa status changes before you return to study, the refund conditions that apply to your new visa status will be considered.

Section 6: Student Visa Refusal

1. My student visa was refused before my course started. Can I receive a refund?

Answer: Yes. If your student visa application is refused before your course commencement date, you may be eligible for a refund of your paid course fees.

The amount of refund depends on your course type and any permitted deductions.

2. My visa was refused before my vocational or higher education course started. What refund will I receive?

Answer: Your paid course fees may be refunded less a deduction of:

- \$500; or
- 5% of the course fees paid,

whichever amount is lower.

If you paid the \$4,500 Higher Education deposit, this may also be refunded.

3. My visa was refused before my English language course started. What refund will I receive?

Answer: Your paid English language course fees may be fully refunded.

4. My English language course is packaged with a Higher Education course and my visa was refused. What happens to my \$4,500 Higher Education deposit?

Answer: Your \$4,500 Higher Education deposit may be refunded less a deduction of:

- \$500; or
- 5% of the deposit amount,

whichever amount is lower.

5. What evidence do I need to provide for a visa refusal refund?

Answer: You must provide evidence of your visa refusal, such as your official visa refusal letter issued by Department of Home Affairs.

6. My student visa was refused after I started my course. Can I receive a refund?

Answer: Yes. If your student visa is refused after you have started your course, you may receive a refund of the unused portion of your tuition fees.

The refund amount will be calculated pro-rata, based on the duration of the course you attended.

Section 7: Change in Visa Status

- 1. I have applied for an Australian permanent/temporary residence, and my visa application is pending. I have been granted a Bridging Visa. Can I receive a refund?**

Answer: No. If you have been granted a Bridging visa, it does not come into effect until your student visa expires.

You will not receive a refund of tuition fees paid and you must continue your enrolment as an international student.

You will continue to be treated as an international student until the student visa expires or until your Australian permanent/temporary visa is granted.

- 2. I became an Australian permanent/temporary resident before my course started. Can I receive a refund?**

Answer: Yes. If you provide evidence that you have become an Australian permanent resident or have been granted another temporary visa before your course starts, you may receive a refund of your tuition fees paid, less a \$300 processing fee.

- 3. I became an Australian permanent/temporary resident after my course started. Can I receive a refund?**

Answer: No. If your visa status changes after your course has started, you will continue to be treated as an international student for the current study period.

Tuition fees paid for the current study period is not refundable.

If you have paid tuition fees for subsequent study periods, you may receive a refund of those fees, less a \$300 processing fee.

Section 8: Provider Unable to Deliver Your Course

1. What happens if the provider cannot deliver my accepted course?

Answer: If we are unable to deliver your accepted course at the agreed location, you will be offered either:

- an alternative course or location, where available; or
- a refund of the unused portion of your prepaid tuition fees.

2. Will I receive a refund if my course is cancelled by the provider?

Answer: Yes. If we are unable to deliver your accepted course, you may receive a refund of the unused portion of your prepaid tuition fees.

3. Can I choose another course or location instead of receiving a refund?

Answer: Yes. If an alternative course or location is offered, you can choose either:

- to accept the alternative course or location; or
- to receive a refund of your unused prepaid tuition fees.

4. What happens if I accept the alternative course or location?

Answer: If you choose to accept the alternative course or location, you will be asked to sign an acceptance of offer.

Once you accept the new course or location, our obligations relating to the cancelled course will be completed.

5. How long will my refund take if my course is cancelled by the provider?

Answer: If we withdraw a course or location you are enrolled in, your refund will be processed within two weeks from the date you are advised of the cancellation and you have advised us of your decision.

6. What is the Tuition Protection Service (TPS)?

Answer: The Tuition Protection Service (TPS) is an Australian Government service that helps international students if their education provider cannot fully deliver their course.

TPS may assist eligible students to:

- continue their studies with another course or provider; or
- receive a refund of unused tuition fees.

Section 9: English Language Course Refunds and Credits

1. Are there different refund rules for English language courses?

Answer: Yes. English language courses have additional refund rules.

A \$100 processing fee applies to English language course refunds, except where your student visa application has been refused.

2. I complete my English language course earlier than expected. What happens to my unused tuition fees?

Answer: Any unused tuition fees may be:

- credited towards another English language course;
- credited towards your next vocational or higher education course if no further English course is available; or
- refunded if no further English language course is available and you do not have a packaged course agreement.

3. Can I receive a refund instead of transferring my unused English course fees to another course?

Answer: No. Unused English language tuition fees will normally be transferred as a credit towards another eligible course.

A refund may apply only where no further English language course is available, and you do not have a packaged course agreement.

4. Can I transfer my unused English tuition fees to another provider or another person?

Answer: No. Unused English language tuition fees cannot be transferred to another education provider or another person.

5. I am accepted into a new course before finishing my English course. What happens to my unused fees?

Answer: If you are accepted into a new course before completing your English language course, your unused tuition fees remaining at the end of your current English course study period may be credited towards your new course.

6. Does the \$100 processing fee apply to visa refusal refunds?

Answer: No. The \$100 processing fee does not apply if your student visa application is refused.

Section 10: Applying for a Refund

1. How do I apply for a refund?

Answer: To apply for a refund, you must:

- Complete the [Refund Application Form](#); and
- Provide all required supporting documents.

Your refund request can only be assessed once all required information has been received.

2. What documents do I need to provide with my refund application?

Answer: The documents required depend on the reason for your refund request.

Examples may include:

- student visa refusal evidence;
- documents supporting a change in visa status;
- medical certificates;
- air ticket if returning to home country;
- evidence supporting compassionate or compelling circumstances; or
- other documents requested to assess your application.

3. How long does a refund take to process?

Answer: If your refund is approved, it will be processed within **four weeks** after we receive:

- your completed Refund Application Form; and
- all required supporting documents.

4. Will I receive an explanation of how my refund was calculated?

Answer: Yes. A written statement will be provided explaining how your refund amount was calculated.

5. Can the provider check my location before processing my refund?

Answer: Yes. If you are returning to your home country, we will ask you to provide a copy of a paid air ticket and may check your location through Visa Entitlement Verification Online (VEVO) before processing your refund.

Section 11: Refund Complaints and Appeals

1. My refund request was refused. Can I appeal against this decision?

Answer: Yes. If your refund request is refused and you believe you have compassionate or compelling circumstances, you may lodge a complaint within 20 working days. Information on how to lodge a complaint will be included in the refund refusal letter.

Your situation will be reviewed based on your circumstances and the evidence you provide.

2. What are compassionate or compelling circumstances?

Answer: Compassionate or compelling circumstances are serious situations that:

- are outside your control; and
- affect your ability to continue your studies, make academic progress, or your wellbeing.

3. What situations may be considered compassionate or compelling circumstances?

Answer: Examples may include:

- Serious illness or injury where a medical certificate confirms you were unable to attend classes.
- The death of a close family member, such as a parent or grandparent.
- A major political event or natural disaster in your home country that requires emergency travel and affects your studies.
- Being involved in or witnessing a serious accident.
- Being the victim of a serious crime.
- A traumatic experience that affects your ability to study.
- The provider being unable to offer the required prerequisite unit.
- Being unable to start your course on the commencement date because of delays in receiving a student visa.

4. Does having compassionate or compelling circumstances automatically mean I will receive a refund?

Answer: No. A refund is not automatically approved because you have compassionate or compelling circumstances.

Your circumstances and supporting evidence will be reviewed before a decision is made.

5. I became seriously ill and could not attend classes. Can I appeal against the refund decision?

Answer: Yes. You can appeal if your illness or injury affected your ability to study.

You should provide supporting evidence, such as a medical certificate.

6. A close family member passed away. Can I appeal against the refund decision?

Answer: Yes. The death of a close family member may be considered.

Where possible, supporting evidence such as a death certificate should be provided.

7. A natural disaster or major event happened in my home country. Can I appeal against the refund decision?

Answer: Yes. A major event may be considered if it required emergency travel or affected your ability to continue your studies.

Supporting evidence may be required.

8. I experienced a serious accident, crime, or traumatic event. Can I appeal against the refund decision?

Answer: Yes. A serious accident, crime, or traumatic experience that affects your ability to study may be considered.

Supporting evidence such as police reports or psychologist reports may be required.

9. My student visa was delayed, and I could not start my course on time. Can I appeal against the refund decision?

Answer: Yes. If a delay in receiving your student visa prevented you from starting your course on the commencement date, your situation may be reviewed.