

Letter of Offer - Supplement

Important SCBIT Policies

Deferral of Commencement; Leave of absence; Suspension of studies, Cancellation of enrolment

1. **Deferral.** Students are able to defer their studies upon written approval from the Director of Studies, based on compelling or compassionate circumstances, such as:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - Other incidences or events that may affect the student
2. **Leave of absence.** Students will only be granted leave of absence for compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and have an impact upon the student's course progress or wellbeing. The compelling and compassionate circumstances may occur onshore or offshore in the student's home country.
3. **Suspension.** SCBIT may suspend a student's enrolment for two reasons; For (1) compassionate or compelling reasons as outlined above, or (2) if it deems the student's behaviour is unacceptable for an educational setting. Standards of behaviour (acceptable and unacceptable) are outlined in the Student Handbook, explained at Orientation and available on the website. (See Code of Behaviour, section 36). The student has 20 days to access the College's complaints and appeals process. While the appeal is taking place, the student's enrolment will be maintained.
4. **Cancellation of enrolment.** Where a student has been found guilty of extremely inappropriate behavior, their enrolment may be cancelled. The student has 20 days to access the College's complaints and appeals process. During the enrolment process, if a student is not enrolled by the end of Week One, their enrolment and Confirmation of Enrolment (CoE) will be cancelled within 14 days of the course start date. Students who fail to re-enrol in a study period when enrolment closes will be deemed to have abandoned their course.

SCBIT will notify PRISMS (under Section 19 of ESOS Act) when a student's enrolment is deferred, temporarily suspended or cancelled.

The student will be informed that that deferment, suspension or cancellation of enrolment may affect his/her student visa.

(See Policy 7.5 "Student Deferral, Suspension and Cancellation of Enrolment Policy." Also, for Cancellation of Enrolment, see Policy 7.3 "Enrolment Policy". These are available on the SCBIT website).

Student Complaints and Appeals (internal and external appeals)

SCBIT has a Complaints procedure, where the complainant is able to access a series of steps, where we attempt to resolve the complaint. Once the student has made a complaint, we assist him or her to access the correct channels, and we monitor the processes to ensure that the complaint is given every opportunity for it to be heard and resolved fairly.

SCBIT's complaints Policy includes the availability of an external, independent grievance handling/dispute resolution process. This dispute resolution process does not circumscribe a student's rights to pursue other legal remedies.

The complainant is able to access a series of steps. If the complainant is not satisfied with the outcome of a particular step, he or she can ask for a further step. These steps are:

Step 1: Informal resolution

Step 2: Formal resolution (unsatisfactory outcome can follow step 3)

Step 3: External Appeal (External mediation through ACPET)

(See policy 7.7 on our website and Academic Portal)

Refund Policy for Overseas Students

General Points

- Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to SCBIT.
- In the event that SCBIT cannot deliver this course, the ESOS Act 2000 and the ESOS Regulations 2001 will apply.
- **All refunds under this policy will be paid within four (4) weeks after receiving a written claim from the student.**
- Payment of refunds will be made in Australian dollars.
- Enrolment fee of \$200 charged is non-refundable. However, tuition fees may be refunded subject to refund circumstances.
- The holding fee of \$500 on package courses is non-refundable under all circumstances. However, if the student continues with their package, the holding fee would be used towards the term, semester or trimester fees.
- **This agreement does not remove the right to take further action under Australia's consumer protection laws.**

Refund Circumstances	Refund Amount
If a student's visa application is rejected before enrolment, and the official rejection advice is provided to SCBIT.	Refund equal to 100% of Tuition fee paid. Enrolment fee and Holding fee – where applicable, are not refundable.
If written notice of cancellation of enrolment is received by SCBIT at least 30 days prior to the teaching period commencement date.	Refund equal to 100% of Tuition fee paid less an Administration fee of AUD\$500.00. Enrolment fee and Holding fee – where applicable, are not refundable.
If it is received prior to, but less than 30 days before the teaching period commencement date.	Refund equal to 50% of one Term fee paid. Any excess Tuition fee paid is refunded at 100%. Enrolment fee and Holding fee – where applicable, are not refundable.
If a student cancels enrolment on or after the teaching period commencement date, up to two weeks of the teaching period.	Refund equal to 50% of current Term tuition fee. Any excess Tuition fee paid is refunded at 100%.
If a student cancels enrolment after two weeks of the teaching period commencement date.	No refund of the Tuition fees
If a student does not return from Leave of Absence or deferment, and does not enrol by the due date.	No refund, except in special circumstances on compassionate grounds.

** Refund policy is the same for Domestic and International Students.

*All information, including fee information, is correct at time of writing, but may be subject to change.

SCBIT default

For International students, if SCBIT is in default as set out in section 27(1) of the Education Services for Overseas Students Act 2000 (ESOS Act), SCBIT will provide a refund to the student in accordance with the ESOS Act and the Regulations made under that Act.

For Domestic students, if an offer of admission is withdrawn or SCBIT fails to provide a course of study, all fees paid will be fully refunded unless the offer made on the basis of incomplete or incorrect information supplied by the applicant (in which case SCBIT may retain an administration fee of 10% of the total fees payable for the course).

Enrolment fee

The enrolment fee of AU\$200.00 is non-refundable under any circumstances. The holding fee of AU\$500.00 and any administrative charges that are paid for degree linked courses as package offer are non-refundable if the students do not pursue their degree courses. However, the holding fee will be adjusted towards the first Semester or Trimester course tuition fee if they continue with their degree courses.

Expenses

Enrolment, accommodation, placement and airport pick up expenses are not refundable.

Making refund application:

All applications for refund of fees and Overseas Student Health Cover (OSHC) must be made in writing and sent to the Principal/Managing Director of SCBIT. Applications for refund should include all relevant information to enable payment, such as bank name, bank account details, SWIFT Code for overseas payment, and address of bank and name of account holder.

Your application must include copies of:

- » Application for Enrolment form or Confirmation of Enrolment for Overseas Students
- » Receipt of tuition fees
- » Certified copies of any other supporting documents
- » Reason for withdrawal from the course

How refund payments are made

Payment of refunds will be made in Australian Dollars. Refunds cannot be paid directly to International students if student is withdrawing and returning to home country for good. Such refunds will only be made to an overseas account and where the student provides evidence satisfactory to SCBIT that arrangements have been made to leave Australia (or the student provides evidence satisfactory to SCBIT as to a change of visa status).