

Policy	
SAE Fee Policy Addendum for Offshore International Students	
1. Policy Statement	This policy governs the administration of tuition fee refunds relating to offshore programs offered by SAE Institute Pty Ltd.
2. Purpose	This policy supplements existing Tuition Fee and Refund Policy and Procedure
3. Scope	This policy applies to any student studying with SAE Institute Pty Ltd who is an international student that is commencing studies offshore due to border closures associated with the COVID-19 pandemic.
4. Associated Policies & Procedures	<ul style="list-style-type: none"> ● Tuition Fees and Refund Policy and Procedure ● International Student policy
5. Associated Documents	<ul style="list-style-type: none"> ● Fees and Refund Form ● SAE Schedule of Fees ● Education Services for Overseas Students Act (the ESOS Act) 2000 and the National Code 2007. ● Higher Education Support Act 2003 (HESA)
6. Policy	<p>6.1 Overview</p> <p>This policy supplements the existing SAE Tuition Fees and Refund Policy and Procedure and provides additional clauses relevant to international students that are commencing programs offshore due to border closures.</p> <p>This policy should be read in conjunction with the SAE Tuition Fees and Refund Policy and Procedure and International Student Policy</p> <p>6.2 Fee refunds with regards to withdrawal from a program or module of study</p> <p>For the purpose of this policy withdrawal includes cessation of studies or deferment of studies.</p> <p>All refund requests must be made in writing using the SAE refund application form.</p> <p>Where refunds are granted, students can request a statement showing how the refund amount was calculated. If approved, all refunds will be transferred to the student within 4 weeks of receipt of the written request.</p> <p>A refund can only be deposited to the account from which the original payment was made (excluding cash, cheque or Australian Money order)</p> <p>Refunds will be paid in Australian dollars, unless payment in that currency is impracticable.</p> <p>SAE will use its best endeavours to ensure that students are aware of any</p>

	<p>available refunds under this policy, however, it is the responsibility of the student to be aware of any available refunds on their account and to maintain current contact details. Any balance remaining on the student account three months after the student has completed, cancelled or withdrawn from the program will be forfeited. All students can request account statements throughout their studies to monitor their student account. Students can access their account details through the SAE student portal</p> <p>6.2.1 In the event of the Australian Federal Government Department of Home Affairs refusing a student visa after a program has commenced, but before the census date, all fees paid in advance will be refunded, less \$250 for an administration fee.</p> <p>6.2.2 In the event of the Australian Federal Government Department of Home Affairs refusing a student visa after a program has commenced and after the relevant census date, the amount of refund payable is the unspent portion of the tuition fees. No refund is payable for non-tuition fees. Refund amount is calculated by the formula of weekly tuition fees x weeks in default period.</p> <p>6.2.3 In the event that an international student withdraws from a program after a trimester commences and before the census date, 30% of the trimester's fees will be refunded (less a maximum of 10% or \$1,000, whichever is the lesser, for administration fees).</p> <p>6.2.4 In the event of withdrawal by an international student post census date of the commenced trimester, tuition fees paid towards the trimester for which the census date applies are not refundable.</p> <p>6.2.5 In the event the student remains in credit following the payment of the cancellation fee, a refund, to the value of the credit, will be given.</p> <p>6.2.6 In the event that a student defers a program, after commencement but before census date, the full amount paid will be credited towards their student's future re-enrollment, less a \$250 administration fee.</p> <p>6.2.7 In the event that a student defers a program, after commencement and after census date, the tuition fees paid towards the trimester for which the census date applies are not refundable or transferrable to the future trimester.</p> <p>This policy and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australia's consumer protection laws. Furthermore, the Institution's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.</p> <p>6.3 In the event that SAE withdraws an International student from a program</p> <p>6.3.1 If SAE withdraws a student from a program because the student has seriously breached international student visa conditions or the SAE rules or code of conduct, no refund of the current trimester's fees will be made. Students will be formally notified when they are at risk of termination due to</p>
--	---

	<p>non-compliance with student visa conditions or SAE’s policies and procedures.</p> <p>6.4 In the event that SAE does not provide a student’s program in full</p> <p>6.4.1 In the unlikely event that the SAE does not start a student’s program on the scheduled date, the student will be offered a refund of 100% of tuition fees paid for the program which the SAE has not delivered. If SAE is unable to deliver a program in full for any reason, the student will be refunded the amount of their unexpended tuition fees. The refund will be paid to the student within 14 days from the day on which the program ceased being provided or did not commence.</p> <p>6.4.2 SAE may arrange for another program, or part of a program, to be provided to students, at no extra cost to the student, as an alternative to refunding program money. Where the student agrees to this arrangement, SAE will not be liable to refund the money owed for the original enrolment.</p> <p>6.4.3 In January 2020 the Australian Government expanded the Tuition Protection Service (TPS) for international students to include similar tuition protections for domestic students accessing a VET Student Loan (VSL), or a FEE-HELP or HECS-HELP loan at a private education provider. The VSL tuition protection arrangements commenced on 1 January 2020. Tuition protection arrangements will support VSL students, and replacement providers, if tuition protection is activated. For information about the tuition protection arrangements for FEE-HELP and HECS-HELP students, please visit: www.education.gov.au</p> <p>6.4.4 If SAE is unable to provide a refund, or place an international student in an alternative program, the Australian Government Tuition Protection Services (TPS) will assist the student to find a suitable alternative program through the TPS online placement facility. After 30 days, if the student has not been able to source a suitable alternative program, they can apply for a refund which will be calculated by the TPS Administrator. If a refund is issued to the student, they have the option of enrolling in a completely different program (without TPS assistance) or they must make alternative visa arrangements or return home.</p> <p>As having a Confirmation of Enrolment is a condition of a student visa, the TPS Director would inform DoHA of any student that has received a refund rather than a placement.</p>
--	--

Administrative Information & Version Control

Date	Summary of Changes	Approved by
14/10/2020	Initial Version	Matthew Evans