

Financial Policies

General fees and charges

Avondale College is a not-for-profit institution that operates as a venture of faith. A portion of its income is derived from gifts and grants from those who believe in its mission and objectives. Avondale has full Deductible Gift Recipient status, which means the tax office will accept as legitimate tax deductions receipts for donations to the college over \$2. The Seventh-day Adventist Church contributes significantly to both capital development and annual operating costs. These sources of funding keep tuition and residence fees at the lowest possible level consistent with adequate facilities and competent instruction. The uncertainty of economic conditions, however, means that the College reserves the right to increase tuition rates, rents and fees at any time the need arises.

Avondale College fees are approved annually by College Council, and comprise three major fee components:

- Tuition fees
- Service and facility charges
- Residential and meal charges

All students pay tuition fees and the current tuition fees and other charges are located on the Avondale College website. Additional information can be obtained from the Student Finance Office. In addition to tuition fees:

- residential students studying on the Cooranbong campus pay the service and facility charge and the residential and meal charge.
- day students studying on the Cooranbong campus pay the service and facility charge.
- nursing students studying on the Sydney campus pay the service and facility charge to Avondale College and residential and meal charges to the Sydney Adventist Hospital.

Tuition fees

The tuition fee is the fee payable in respect of granting a higher education award. A tuition fee does not include residential accommodation, provision of amenities or services not of an academic nature, or student union fees.

Service and facility charge

The service and facility charge includes provision of services to students not of an academic nature. This includes services such as the use of the auditorium, library and grounds, etc.

Residential and meal charges

Residential charges cover the board and residence costs of residential students during the college semesters. Additional charges apply for vacation periods.

Charges for the cafeteria are on a user-pays basis. Indoor students pay an allocation each semester for meals that will be consumed during the semester at the cafeteria. Any unused

allocation will not be refunded at the end of the semester. However, students may invite guests to join them for meals and use their allocation to pay for guests' meals. Should the full credit be used prior to the end of semester, it will be necessary to prepay for additional meals at the College Cashier.

Accommodation (excluding meals) is available during College vacation periods. Additional charges are payable for this accommodation. Contact the Residence Hall Directors for further information.

A refundable room and key bond is charged. This bond will be refunded when the student vacates the room providing the room is undamaged, clean, and the keys returned.

Additional charges

Goods and Services Tax

A Goods and Services Tax was introduced in July 2000 under the provisions of the Federal Government's *A New Tax System (Goods and Services Tax) Act 1999*. Under this legislation some goods and services provided by Avondale may be subject to GST, and unless otherwise indicated, all prices quoted will be inclusive of GST, if applicable.

Graduation

The Graduating Class Committee in consultation with College Administration sets fees for graduation. These fees include the cost of hiring academic regalia.

Preternship, field work, professional experience

Students undertaking these activities will have additional charges for items such as travel and accommodation. Further information is available from the Faculty Deans.

Re-registration charge

Students who fail to maintain lifestyles in harmony with College standards, fail to meet their financial commitments, or in other ways do not comply with College regulations, may be deregistered. A deregistered student must pay a re-registration charge of \$27.50 (in 2005) to the College Cashier within five academic days of the date on the written notification from the Academic Office, otherwise, by noon on the next day, the student will be required to surrender his/her ID card to the Director of Student Services, and withdraw formally. Thereafter, reinstatement of student status will require a written request to the College Administration.

Sundry charges

The following charges apply in 2005 but may be altered without notice:

ID Card replacement	\$33.00
Late re-enrolment	\$50.00

Late registration	\$20.00
Re-registration	\$27.50

Australian Government Assistance

FEEHELP

FEEHELP is an interest-free government loan scheme available to Australian students.

It allows you to defer payment of tuition fees only for courses at Avondale and other approved higher education institutions.

You are eligible for FEEHELP at Avondale College if you:

- are a new or continuing student
- are enrolled in any of its undergraduate courses
- are enrolled in one of its postgraduate courses
- are enrolled in its Foundation Studies course
- are an Australian citizen or a holder of a permanent humanitarian visa and will live in Australia for the duration of the course
- have an Australian Tax File Number
- submit your Request for FEEHELP Assistance form by the due date
- hold a permanent residence visa

You are not eligible for FEEHELP at Avondale College if:

- you are a Commonwealth supported (HECS-HELP) student in its education or nursing courses
- you are enrolled in one of its vocational education courses
- you are an international student
- you have exceeded the FEEHELP limit even if the FEEHELP loan has been fully repaid
- you are not able to quote your Tax File Number by the due date
- you are late submitting your Request for FEEHELP Assistance form
- you submit a copy or facsimile of the application form instead of the original

Your eligibility is not affected by

- your income and assets
- existing HECS or HELP debts

How it works

If you are eligible for FEEHELP

- you are able to borrow up to \$50,000 towards the payment of your tuition. This is called your lifetime limit. It is indexed each year.
- the government pays the amount you borrow directly to Avondale. You then repay the government through the taxation system
- you are not required to repay any of this amount unless your income is above the minimum income threshold in any income year. This threshold is set at \$36,184 for the 2005–06 income (financial) year but will be adjusted each year to reflect changes in average weekly earnings.

What does a FEEHELP loan cover?

Tuition only. It does not cover the service and facility charge, or accommodation and living expenses.

Costs and charges in taking out a FEE-HELP loan

There is no application fee for requesting FEEHELP. It is an interest free loan but like HECSHELP it is indexed each year to the CPI in order to maintain its real value. A loan fee of 20% is applied to FEEHELP loans if you are taking Foundation Studies or an undergraduate course but it is not applied if you are taking postgraduate courses.

Example:

Suppose you take out a FEEHELP loan of \$1000 for a subject, your loan fee will be \$200 and you will repay \$1200.

The loan fee equates to an interest rate of around 2% on the amount borrowed if you let the repayments run their course.

The \$50,000 limit does not include the loan fee.

How does FEEHELP assist me pay my tuition fees?

Avondale sets the tuition fees for each subject. You may choose to pay those fees in several ways:

- pay the tuition fee upfront and receive a 3% discount
- pay a 50% deposit at the start of each semester and the balance in monthly instalments
- pay some of the tuition fee upfront and request a FEEHELP loan for the balance
- request a FEEHELP loan for the full tuition fee

What do you need to do?

- Determine the eligibility of the course you wish to take with Avondale
- If you do not have a tax file number, you will be need to complete a Tax File number application or enquiry form which is available from the Tax Office. A TFN is allocated within 28 days of application. If you are applying for a TFN less than one month before the due date for submitting the Request for FEEHELP Assistance form, ask the Tax Office for a Certificate of Application for a TFN. Provide this certificate to the Student Finance Office as evidence that you have applied for a TFN when submitting your Request for FEEHELP Assistance form.
- *Submit the Request for FEEHELP Assistance form by the due date as published on the academic calendar. It is too late to request FEEHELP after this date.*

You will need to submit another Request for FEEHELP Assistance form if:

- you enrol in two courses
- you transfer to a different course
- you transfer from Avondale to another higher education provider

Important dates

The Request for FEEHELP assistance form is to be completed and submitted to Avondale's Student Finance Office by these dates in 2005:

- Friday 25 March for Semester 1
- Friday 13 May for year-long courses
- Friday 26 August for Semester 2

Do not confuse these dates with the dates for academic withdrawal.

More information on FEEHELP is available on the *Going to Uni* website: www.goingtouni.gov.au including details of rates at which repayment occurs, voluntary repayments, accessing details of HELP debts, and much more.

NB: It should be noted that while Avondale's status as a Higher Education provider has been gazetted legislation requires that this be subject to review within the first fifteen days of the next sitting of Federal Parliament. Avondale undertakes to advise applicants prior to registration of any change to this status.

Student Learning Entitlement (SLE)

The Student Learning Entitlement (SLE), measured in equivalent full-time student load (EFTSL), gives a person access to a Commonwealth Supported Place.

All eligible persons will have an amount of ordinary SLE equal to seven equivalent full-time student load (EFTSL). Provided the student meets the other requirements as to when a person may be advised that they are Commonwealth supported, this entitles the person to seven years of equivalent full-time study in a Commonwealth Supported Place.

Additional SLE may be allocated to ensure that eligible persons have enough SLE to complete a course of study as a Commonwealth supported student (assuming no prior studies or failures.)

All Australian citizens, New Zealand citizens and holders of permanent visas are eligible for SLE.

On 1 January 2005 all eligible persons will receive their ordinary SLE equal to seven EFTSL. Persons who become eligible after 1 January 2005 will receive their EFTSL on the day that they become eligible.

Re-crediting Student Learning Entitlement

In special circumstances a student who withdraws from a unit of study after the census date or is unable to complete the requirements of a unit may apply to have his or her Student Learning Entitlement (SLE) or FEE-HELP balance re-credited.

Special circumstances

Special circumstances are defined as circumstances which, in the view of the College:

- are beyond the person's control; *and*
- do not make their full impact on the person until on or

after the census date; *and*

- make it impracticable for the person to complete the requirements for the unit during the period during which the person undertook, or was to undertake, the unit.

The College will be satisfied that a person's circumstances are beyond the person's control if a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible.

The College will be satisfied that a person's circumstances did not make their full impact on the person until on or after the census date for a unit of study if the person's circumstances occur:

- before the census date, but worsen after that day; *or*
- before the census date, but the full effect or magnitude does not become apparent until on or after that day, *or*
- on or after the census date.

Special circumstances that would make it impracticable for the person to complete the requirements for the unit of study would include:

- medical circumstances; *or*
- family circumstances; *or*
- personal circumstances; *or*
- employment related circumstances; *or*
- course related circumstances

Application for re-credit of SLE or FEEHELP balance

A person seeking to have his or her SLE or FEEHELP balance re-credited due to such special circumstances must apply in writing to the Academic Registrar within 12 months of the withdrawal date, or, if the student has not withdrawn, within 12 months of the end of the period of study in which the unit was or was to be undertaken. The College may waive the 12-month deadline if it is satisfied that the application could not have been made within this time limit. Applications must be supported by documentary and/or other evidence (eg medical certificates).

The Academic Registrar will consider an application within twenty-one days of receiving it. The Academic Registrar will notify the applicant of the decision, and the reasons for making the decision, within 35 days of receiving the application.

Where a request to re-credit a person's SLE balance for a unit of study is granted,

- the person's SLE will be re-credited and their HECS HELP debt in relation to the unit will be remitted; *and*
- the College will pay to the person an amount equal to the payment, or the sum of the payments, that the person made in relation to his or her student contribution amount for the unit; and pay to the Commonwealth an amount equal to any HECSHELP assistance to which the person was entitled for the unit.

Where a request to re-credit a person's FEEHELP balance for a unit of study is granted,

- the person's FEEHELP debt for the unit of study will be remitted; *and*
- the College will refund to the Commonwealth the amount of FEEHELP paid to the College on behalf of the person for that unit;

Units consisting wholly of work experience in industry

Where a person has a HECSHELP debt in relation to a unit wholly consisting of work experience in industry, and the person withdraws from or fails to complete the unit due to circumstances which the Academic Registrar considers to be special circumstances as defined above:

- the person's SLE will be re-credited and their HECS HELP debt in relation to the unit will be remitted; *and*
- the College will pay to the person an amount equal to the payment, or the sum of the payments, that the person made in relation to his or her student contribution amount for the unit; and pay to the Commonwealth an amount equal to any HECSHELP assistance to which the person was entitled for the unit.

Review of the Academic Registrar's decision

Where a person is not satisfied with the decision made by the College, the person may apply in writing to the Vice-President (Academic Administration) for a review of the decision, stating the reasons why a review is requested. The time limit for applying for a review of a decision is 28 days from the time the person received notice of the decision.

Avondale College has appointed the Vice-President (Academic Administration) as the Review Officer to consider such appeals. The Vice-President (Academic Administration) occupies a position senior to the Academic Registrar.

A student wishing to appeal against a decision of the Academic Registrar must write a letter and deliver it to the Office of the Vice-President (Academic Administration). The Vice-President (Academic Administration) must acknowledge in writing the receipt of an application for review of the Academic Registrar's decision within 10 days of receiving the application for review. In the letter acknowledging receipt of the application the Vice-President (Academic Administration) will include the statement, "A final determination will be made within 45 days. If after 45 days you have not received a reply please call the Office of the Vice-President (Academic Administration) and ask to be advised of the date on which the outcome of the decision was mailed. If the Office of the Vice-President (Academic Administration) is unable to supply this information, it is your right to lodge a further appeal with the Administrative Appeals Tribunal (1300 366 700)."

The Vice-President (Academic Administration) must notify

the applicant, within 45 days of receiving the application, of his/her decision. The Vice-President (Academic Administration) will either confirm the Academic Registrar's decision, vary the decision, or set the decision aside and substitute a new decision. If the Vice-President (Academic Administration) has not advised the applicant of a decision within 45 days of receiving the application for review, the student may assume that the original decision has been confirmed.

The Vice-President (Academic Administration) will include in the letter advising the student of the final decision, the reasons for the decision. In the letter, the Vice-President (Academic Administration) will also advise the applicant of his or her right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the decision if the applicant is unsatisfied with the outcome. The nearest office of the Administrative Appeals Tribunal is located at 55 Market Street, Sydney [phone 1800 650 662 or 02 9391 2400]. The cost of submitting an appeal to the AAT may be approximately \$60 although this fee may be waived or reduced by an officer of the AAT in some circumstances.

Youth allowance, Austudy and Abstudy

Youth Allowance provides assistance for students aged 16–24, and Austudy provides assistance to full-time students aged 25 and over.

Abstudy provides assistance to Aboriginal and Torres Strait Islander full-time students by providing income support and other supplementary assistance tailored to their needs. Some supplementary assistance is available to part-time students under Abstudy.

Pensioner Education Supplement (PES) provides help with ongoing costs of study for recipients of some social security and Veterans' Affairs income support payments.

Special rates apply for long-term unemployed. Students may generally earn money and still qualify for these allowances. Some assistance may be available for travel costs to Avondale under the Fare Allowance Scheme, if you are living away from home.

To qualify for any of these government allowances, students generally need to study at least 75% of a full-time load. This is equivalent to 18 credit points in an Avondale study program. If your load falls below this you may not be eligible for these allowances.

For information on eligibility, types and levels of allowances, contact your local Centrelink Customer Service Centre, or check the website at www.centrelink.gov.au

Avondale College assistance

A wide range of discounts, loans and scholarships are available to students from Australia and New Zealand and are funded by Avondale College, the Seventh-day Adventist Church, Sydney Adventist Hospital or trust funds. A limited number of scholarships are available to international students.

Discounts

South-Pacific Islander Discount

International students who come from the islands of the South Pacific are charged for tuition at the same rate as full-fee paying Australian citizens in non-government supported places.

Loans

Bank Loans

Some banks (Commonwealth, National, Westpac) offer personal loans at current interest terms to higher education students. For details on the loans or providers, see your local bank.

Scholarships

Avondale College offers a limited number of postgraduate scholarships. The following list is correct at the time of publication but others are added from time to time. Please check the Avondale College website, or contact the Avondale Scholarships Office for the latest information.

Women in Ministry Scholarship

Determined on the basis of individual need

A limited number of scholarships are available for female theology students planning to apply for placement in ministry in the Seventh-day Adventist church. Applicants will be considered on the basis of personal commitment to the mission of the Seventh-day Adventist church, leadership skills and academic achievement. Recipients will be required to sign a “commitment statement” agreeing to uphold the standards of the Seventh-day Adventist church, and to use her education to further its mission. Applications are available from the Avondale Scholarship Office.

Sponsorships

Seventh-day Adventist Church

The Seventh-day Adventist Church may sponsor students for part or all of their courses. Assistance under this scheme is paid to Avondale by the sponsoring organisation on behalf of the student at rates determined by the sponsor. Enquiries should be made with respective Church employing organisations.

Employment

Although work is not guaranteed, Avondale College provides students with limited opportunities to work on the Cooranbong campus. Student rates apply and jobs include cleaning, reception, residence assistance, campus, recreational duties and working in the cafeteria.

Payment is made through the payroll system and is credited to outstanding fees and the student’s account. Funds may be withdrawn from a student’s fee account only if the account shows a credit balance after the charge for the semester’s fees has been processed. Withdrawals are limited to one

transaction per week. Written authority is required before surplus funds are available for withdrawal by a student, if fees are paid by a person other than the student.

Students will be required to complete an Australian Tax File Number Declaration form, and are also required to obtain an Australian Tax File Number from the Australian Taxation Office. Students lodge an application for employment with the Director of Student Services.

Bachelor of Nursing students studying on the Sydney Campus may consolidate their clinical education and defray a portion of their fees by obtaining part-time employment at the Sydney Adventist Hospital on a contract basis. However, students should note that employment cannot be guaranteed.

Payment of fees and charges

Prior to commencement of each semester, including the winter semester, a tax invoice will be sent to each student or person responsible for the payment of fees. Students or fee payers are requested to return the completed remittance advice together with payment to the Finance and Business Services Centre to arrive before 5.00 pm on the due date advised on the invoice.

- Australian and New Zealand students who pay 100% of the semester’s fees in advance will be entitled to a discount of 3%.
- Other Australian and New Zealand students may pay 50% of the semester’s fees in advance, and the remainder in three monthly instalments.
- International students, other than New Zealand residents, are accepted on a full fee-paying basis and must pay 100% of each semester’s fees in advance.

Students may pay their fees through the Cashier’s Office on the Cooranbong Campus. The College accepts personal cheques, bank cheques, direct debits, money orders, cash, Mastercard, Bankcard, American Express (AMEX), and Visa. BPay details are available from the Student Finance Office. EFTPOS facilities are available at the Cashier’s Office. The Cashier also operates as an agency for the Commonwealth Bank. Deposits and withdrawals may be made using cheque, savings and passbook accounts with this bank. An ATM is also available on campus. Nursing students on the Sydney campus pay tuition and facility fees to Avondale College. Fees for accommodation are paid to Sydney Adventist Hospital.

Financial clearance must be completed by all students prior to registration and the commencement of studies. Each semester’s fees (semester one, two, or winter semester) must be paid in full before students can commence the following semester. Payment received will be applied to an existing debt before being applied to a deposit for the new semester.

Student accounts must be paid in full prior to graduation. Graduation testamurs and transcripts of academic records

will not be released to the student until all monies owed to Avondale College and/or Sydney Adventist Hospital have been paid.

Refund policy

Avondale College will refund prepaid tuition money; accommodation, meals and facility charges; and English Language Tuition fees under the following conditions.

Refund of tuition money

Tuition money is the tuition fee or student contribution amount paid for a unit of study. Students may find it necessary to withdraw from a subject or course before the semester or term has been completed. The amount of refund to which the student is entitled will be calculated in relation to the time of the withdrawal. In most cases:

- If a student withdraws or cancels an application for any reason before the first day of classes in a semester, Avondale will refund to the student all tuition money for education services that the student has not yet received.
- If a student withdraws from enrolment after the first day of classes in a semester but before the last day to withdraw from a subject (normally at the end of Week Two in the semester), Avondale will refund to the student all tuition money due for units of study from which the student has withdrawn.
- If a student withdraws from enrolment after the last day to withdraw from a subject (normally at the end of Week Two in the semester) but before the census date, Avondale will refund to the student all tuition money due for units of study from which the student has withdrawn, less a 5% withdrawal charge.
- If the student withdraws from enrolment after the census date, Avondale will NOT refund the tuition money paid and due to it prior to the student's withdrawal.

Where the Academic Registrar considers that withdrawal after the census date was due to special circumstances beyond the student's control, a refund of tuition money may be possible. Special circumstances are circumstances which in the view of the College

- are beyond the student's control; and
- do not make their full impact on the student until on or after the census date; and
- make it impracticable for the student to complete the requirements for the unit during the period during which the person undertook, or was to undertake, the unit.

The College will be satisfied that a student's circumstances are beyond the student's control if a situation occurs which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The College will be satisfied that a student's circumstances did not make their full impact on the student until on or after the census date if the circumstances occur before the census date, but worsen after that date; or before the census date,

but the full effect or magnitude does not become apparent until on or after that date; or on or after the census date. Special circumstances that would make it impracticable for the student to complete the requirements for the unit of study would include medical circumstances, family circumstances, personal circumstances, employment related circumstances or course related circumstances.

Applying for a refund of tuition money

Withdrawal or cancellation before the commencement of a semester

Complete a 'withdrawal' form (an electronic copy is located on the Avondale website and a paper copy is available at the Academic Office) and submit it to the Academic Office immediately, and not later than the commencement of the semester. Your completed form should include details of how you wish any refund to be paid (eg to a bank account or by cheque). Any refund due will be paid within four weeks after notification is received.

Withdrawal from a subject or course after the start of a semester

Complete a 'withdrawal' form, obtain the signature of the Coordinator of the course in which you are enrolled, and submit it to the Academic Office before leaving Avondale and no later than 28 days after the withdrawal from the course. Your completed withdrawal form should include details of how you wish any refund to be paid (eg to your bank account or by cheque). Ensure you include a forwarding address. Refunds will be calculated from the date that the Course Coordinator's signature appears on the form. Any refund will be paid within four weeks after the date that Academic Office received your completed 'withdrawal' form.

Withdrawal due to special circumstances after the census date

The student must submit to the Academic Registrar a written application for a refund of tuition money under the special circumstances provisions as soon as possible after the circumstances become known and before the end of the semester³. Applications must be supported by documentary and/or other evidence (eg medical certificates). The Academic Registrar will notify the applicant of the decision, and the reasons for making the decision, within thirty-five days of receiving the application.

Refund where the College fails to provide a unit of study

Avondale College will refund tuition money paid for a unit of study which the College (i) fails to provide, or (ii) fails to commence on the agreed starting day (or a later day agreed between the College and the student), or (iii) stops providing before it is completed. The College will refund the tuition money paid for the unit of study as follows: in situations (i) and (ii), within two weeks of the agreed starting day; in situation (iii), within two weeks of the date when the College stopped providing the unit of study.

The ESOS Act 2000 and associated Regulations permit certain amounts to be deducted from fee refunds to overseas students.

Review of a refund decision

Students who are dissatisfied with a refund decision may apply in writing to the Vice-President (Academic Administration) for a review of the decision, stating the reasons why a review is requested. The time limit for applying for a review of decision is 28 days from the student's receiving notice of the original decision. Within 45 days of receiving the review application, the Vice-President (Academic Administration) will notify the student of the review decision and the reasons for making it. If the Vice-President (Academic Administration) has not advised the student of a decision within 45 days of receiving the application for review, the Vice-President (Academic Administration) is taken to have confirmed the original decision.

A student who is dissatisfied with the outcome of a review by the Vice-President (Academic Administration) may appeal for a review of the decision to the Administrative Appeals Tribunal (AAT) or other forum external to the College.

Refund of accommodation, meals and facility charges

If a student has been accommodated in an Avondale residence hall and withdraws or is suspended from his/her course of study, Avondale will:

- refund on a pro rata basis (see Table below) a proportion of the semester's accommodation charges paid to it prior to the student's withdrawal. The refund will be calculated on the following basis:

<i>Week of withdrawal</i>	<i>Proportion of Residence Charge Refunded</i>
Week 1 of semester	100%
Week 2 of semester	90%
Week 3 of semester	85%
Week 4 of semester	75%
Week 5 of semester	65%
Week 6 of semester	55%
Week 7 of semester	50%
Week 8 of semester	40%
Week 9 of semester	35%
Week 10 of semester	30%
Week 11 of semester	20%
Week 12 of semester	15%
Week 13 of semester	Nil

- refund the entire unspent portion of payments made in advance for the semester's meals.

If a student experiences a period of illness or suspension during a semester, the student may qualify for a pro-rata accommodation refund if a period greater than one week is affected by the suspension or illness. In such circumstances part of the unspent portion of payments made in advance

for the semester's meals will also be refunded. In the case of illness, a doctor's certificate is required. (Note that student visa conditions require satisfactory attendance and academic progress.)

Where a student withdraws or is suspended from his/her course of study, Avondale will refund on a pro rata basis a proportion of the semester's facility charge paid to the College prior to the student's withdrawal. The refund will be calculated on a pro rata basis.

Requests for refund of accommodation, meals and/or facility charges should be submitted to the Student Finance Office before leaving the College and no later than 28 days after the date of withdrawal/suspension from studies.

English Language Centre Refund

The English Language Centre conducts courses that are typically of five weeks' duration. Therefore, the following refund policy is specific to that centre:

- 1 Where students cancel their ELICOS course 28 days prior to enrolment, Avondale will refund all tuition and accommodation fees paid to Avondale less a fee of \$150. This policy applies to all students including those who fail to obtain a Student Visa in which case evidence from the relevant Australian Embassy must be provided. Notice of cancellation must be submitted in writing.
- 2 Where students withdraw during a five-week course, the funds will be refunded using a pro-rata refund of residence fees for the remaining weeks of the course, less a \$150 processing fee. However, there will be no refund of tuition.
- 3 Where the Academic Registrar considers that the withdrawal is due to circumstances beyond the student's control, a partial refund will be made. The student must give evidence (eg medical certificates).
- 4 Where students have paid tuition and accommodation fees in advance for additional courses, full refunds will be made if the withdrawal is prior to the commencement of the subsequent course.
- 5 Refunds are paid in Australian dollars and are paid within 10 working days of the receipt of the form.
- 6 Refunds are paid to the student unless a guarantor is named together with their address in their home country. Refunds are paid less bank charges and agent's commissions if agent's commission has been paid.
- 7 Pro-rata refunds for residence fees are also calculated on a weekly basis. Part weeks count as full weeks.
- 8 Pro rata refunds on meals are calculated on the basis of actual usage but in \$50 lots.
- 9 Where an international student withdraws during a course, DIMIA will be notified.
- 10 At the completion of a student's course any funds remaining in the student's fee account will be refunded in full.
- 11 If a student needs to suspend or defer part of the course, apply in writing to transfer the fees for the course to a later date. If an application for a place in an undergraduate course is successful, prior to

the completion of the English language course, the remaining fees may be transferred to the undergraduate program. However, note that fees cannot be transferred to another person, university or institution.

- 12 Applications for refunds by students in the English Language Centre should be directed to the Student Finance Officer. Students who are dissatisfied with the decision of the Student Finance Officer of Avondale College in relation to the amount of refund to which they are entitled may apply within 14 days to the Vice-President (Finance) at Avondale College for a review of that decision. The application for a review should be in writing and include the reasons why the original decision should be reviewed. Supporting documentary evidence also should be supplied. The Vice-President (Finance) will reply to the student within 28 days. Students who are dissatisfied with the decision of the Vice-President (Finance) may appeal to the President for a re-consideration of their case. Students should be aware of their right to pursue the matter in forums outside of Avondale College.

Note:

The College will alter its refund policies immediately and without notice where any conflict arises with the appropriate legislation and in such cases the requirements of the legislation will take precedence.

Footnotes

- 1 See HESA Section 36–20.
- 2 See HESA Section 36–20.
- 3 See Policy on Re-crediting Student Learning Entitlement or FEEHELP Balance, which gives a 12-month time limit for such applications.