



## **Credit & Refund Policy**

The purpose of this Credit & Refund Policy is to outline the requirements for the approval and processing of credits and refunds across all Pre-Uni New College's courses and tests.

Pre-Uni New College will consider all credit and refund requests on a case-by-case basis in accordance with terms set out in this Credit & Refund Policy which may be amended by the College from time to time at its absolute discretion either orally or in writing without any prior notice.

### **Credit Requests**

Pre-Uni New College may, in its absolute discretion, consider and approve credit requests made by students on compassionate grounds where the student has severe medical condition or financial hardship which prevents his/her attendance to the course and/or the tests.

Otherwise, no credits are given under any circumstances. Pre-Uni New College will not consider any application for a credit for non-attendance, cancellation/discontinuation/withdrawal from the course after the course commencement date, absence due to the student's participation in extra-curricular activities, school functions, scholarship and/or entrance examinations for schools, and any other personal engagements such as travel and family commitments.

Any and all credit requests made based on medical grounds must be supported by a medical certificate and shall be limited to only one (1) lesson credit per term which remain in the relevant student's name until the next payment. Such credit may be transferable to the student's immediate family members only and shall be non-assignable to any other branches of Pre-Uni New College other than the branch where the student is currently enrolled in.

Pre-Uni New College reserves the right to cancel or reschedule any courses or tests if necessary. In that event, every effort will be made to find a suitable alternative course or test. All students enrolled in such courses or tests will be notified as soon as possible and the College will, within fourteen (14) days, provide credit or refund of the fees for the weeks that course or test will not be provided, unless the student:

- (a) withdraws from the course or the test before it is cancelled or rescheduled; or
- (b) accepts an offer in an alternative course or test arranged by Pre-Uni New College.

Any unused credit held in the student account for more than 12 months will be forfeited.



### Refund Requests

In the unlikely event that Pre-Uni New College is unable to deliver a course or test in full, the College will refund the unused portion of the tuition fees the student has paid to date. The refund will be paid within fourteen (14) days for the day on which the course ceased being provided.

If the student requests for a refund on a credit balance in the student account, the student will be offered a refund of unspent credit less an administration fee (25% of the tuition fees) within fourteen (14) days of receipt of such request.

In the event of a student withdrawing from the course at least fourteen (14) days prior to the course commencement date, the College will refund the tuition fees within twenty-eight (28) days of the receipt of written notice of withdrawal and fully completed Credit/Refund Application Form from the student (or parents or guardians if the student is under 18 years of age). If the student fails to deliver to the College a written notice of withdrawal and fully completed Credit/Refund Application Form at least fourteen (14) days before course commencement date, there will be no refund of any tuition fees paid.

Pre-Uni New College may deduct any outstanding fees, charges and debts from the refund payable to the student. All refunds will be paid in Australian dollars by a cheque payable to student's parents, guardians or as directed by them. However, if the student is 18 years of age or over and has paid the tuition fees directly to the College, the refund will be made payable to the student, unless the parents or guardians give written directions to the College.

### Credit or Refund Processes

To request credit or refund, the student must submit a completed Credit/Refund Application Form which can be obtained from the payment office at Pre-Uni New College – 5 The Crescent, Strathfield NSW 2135. Please note that at the time of all credit/refund requests, supporting evidence must be provided to the payment office at Pre-Uni New College.

### Grant of Credits or Refunds

Pre-Uni New College will use its best endeavours to process all credit and refund applications within five (5) and ten (10) business days, respectively, of receiving the fully completed Credit/Refund Application Form together with any supporting documents.

The refund will be made by cheque and be available to collect from the payment office of Pre-Uni New College. The College will not send the cheque by mail or post due to the security reasons.

In any grant of credit or refund, any discount that was given for full-term payment shall be forfeited.

The policy does not affect the student's right to take action under the Australia's consumer protection laws.