

## **Refund Policy**

### **Applicable if Australian student visa is rejected**

All monies (registration and additional fees) paid by the applicant towards the Sydney component of the course, before applying for the Australian visa will be refunded, if the Australian student visa is rejected.

Applicants would be required to provide valid proof that their visa has been refused and the reason for the rejection of the visa, to receive the refund. If unable to substantiate, S P Jain has the discretion of not refunding the fees paid to the applicant.

### **Refund of deposit/fees for Commencing Students**

- **Refunds where a course cannot be delivered (Provider Default)**

After a Commencing Student has accepted an offer of enrolment at S P Jain School of Global Management, in the unlikely event that the school is unable to deliver the course as offered, the deposit and any tuition fees paid by the Commencing Student to that date will be refunded within two weeks of the agreed starting day of the course or the day on which the course ceases to be provided.

Alternatively, a Commencing Student may be made an offer by the school to enrol in an alternative course at S P Jain's expense for a cost no greater than the cost of the originally offered course of study.

- **Refunds where a Commencing Student withdraws from a course (Student Default)**

Where a Commencing Student withdraws from a course during the first study period, s/he is entitled to a partial refund of any tuition fees paid. The amount of

the deposit retained by the school, determined by the date at which the Commencing Student withdraws, is as follows:

- i. Prior to the commencement date: The school will retain the registration fee and refund the rest of the tuition fees after deduction of any costs incurred towards processing of visas and insurance should the same have already been processed.
- ii. On or one month after the commencement date and up to three months of commencement of the course the school will refund only 60% of the tuition fees paid. The Registration fees will not be refunded.
- iii. After three months from the course commencement, the school will retain the entire fees paid.

An application for a refund of the fees by a Commencing Student must be made in writing directly to the Admissions Office:

- i. Where a Commencing Student applies for a refund of the fees without making an appeal for special circumstances the refund will be assessed by the Admissions Office and cleared for payment to the Accounts Office.
- ii. Where a Commencing Student applies for a refund of the fees and makes an appeal for special circumstances, the decision will be made by the Admissions Office in consultation with the Registrar of the program if there is a need to do so.

All refunds to Commencing Students will be paid within four weeks of the date of receipt of their request for a refund.

- **No refund of deposit for Commencing Students**

A Commencing Student will not be entitled to a refund of the deposit where:

- i. An offer of enrolment is withdrawn by the school because the Commencing Student has breached the terms and conditions of their application or letter of offer, including through the provision of fraudulent documents; or
- ii. The school refuses to provide, or continue providing, the course to the

Commencing Student because of one or more of the following events:

- a. A Commencing Student failed to pay an amount s/he was liable to pay the school, directly or indirectly, in order to undertake the course.
- b. A Commencing Student breached a term of his or her student visa.
- c. Student misconduct (as defined in the S P Jain Student Handbook) by a Commencing Student.

- **Refund of tuition fees for Continuing Students**

Where a Continuing Student withdraws from a course prior to the commencement of any study period they are entitled to a refund of all tuition fees paid for that study period, excluding the deposit/registration amount paid. Post commencement of the study period the school will retain the entire fees paid. An application for a refund of tuition fees by a Continuing Student must be made in writing directly to the Admissions Office.

A Continuing Student may apply for a full refund of tuition fees where they have withdrawn from a course due to special circumstances. Special circumstances include, but are not limited to:

- i. A Continuing Student's application for a student visa is rejected.
- ii. Serious illness or misadventure, or other compassionate grounds such as death in the immediate family.
- iii. Political, civil or natural events which prevent full payment of fees.
- iv. Refund to a Continuing Student will be paid within four weeks of the date of receipt of their completed application for a refund. Refund will be paid to the Continuing Students in their home country unless the Continuing Student can demonstrate grounds for the refund to be made in Australia. Such grounds may include:
  - i. A Continuing Student has enrolled in a course at another Australian education institution (copy of letter of offer from the other institution must be provided).
  - ii. A Continuing Student has obtained or applied for another kind of visa to

remain in Australia (copy of visa or application must be provided).

iii. A Continuing Student has a fee credit, due to overpayment, for the semester.

- **No Refund of tuition fees for Continuing Students**

A Continuing Student will not be entitled to a refund of Registration and Tuition Fees where the School refuses to provide, or continue providing, the course to the Continuing Student because of one or more of the following events:

i. The Continuing Student failed to pay an amount he or she was liable to pay the School, directly or indirectly, in order to undertake the course.

ii. The Continuing Student breached a term of his or her student visa.

iii. Student misconduct (as defined in the S P Jain Student Handbook) by the Continuing Student.

- **Refund of Overseas Student Health Cover (OSHC) fees**

Commencing Students who withdraw from or suspend their course may be eligible for a refund of any OSHC fees paid to the school. The amount refunded will be determined by the policies of the relevant OSHC provider.

**All decisions made by the school will be final and any dispute will be dealt with under the Singapore jurisdiction.**