

Policy Title : Refunds Policy

Policy Owner : General Manager, ECU Sri Lanka campus

Key Words : refunds, tuition fees, fees

1. INTENT

- 1.1 This Policy articulates the circumstances under which a Student may claim a Refund of Fees paid to Australian College of Business and Technology (Pvt) Ltd (ACBT) in relation to a program offered by ECU Sri Lanka campus.

2. ORGANISATIONAL SCOPE

- 2.1 This Policy applies to all Staff, Students and programs offered at ECU Sri Lanka campus (ECUSL).

3. DEFINITIONS:

- 3.1 The [Glossary of Policy Terms](#) applies to this Policy.

4. POLICY CONTENT:

General Principles

- 4.1 ECU Sri Lanka campus is committed to the value of fairness and accepts that in certain circumstances students will be entitled to a full or partial Refund of Tuition Fees.
- 4.2 A Student may Cancel their Enrolment in a Unit or Course at any point in time. Depending on the timing of the request, a student may be subject to a cancellation charge as outlined in Annexure 1.
- 4.3 ECUSL will strive to ensure that Students are aware of any available Refunds under this Policy; however, it is the responsibility of the student to be aware of any Refunds available on their account under this Policy and to maintain current contact details.
- 4.4 Refunds will be issued according to the schedule mentioned in Annexure in this Policy, using Orientation Date as the 'Commencement Date' for Refund purposes.
- 4.5 This Policy and the availability of ECUSL's Student Complaints Policy and Student Appeals Policy do not restrict a Student's right to access Sri Lanka's consumer protection laws or pursue other legal remedies.

5. Fees and Charges

5.1 Tuition Fees and charges of ECU Sri Lanka campus are:

- a) established by the Senior Management of ECUSL;
- b) publicly available on the [ECUSL website](#);
- c) clearly stated on individual Letters of Offer; and
- d) made available to all Students via the ECUSL Student Portal.

5.2 Tuition Fees and charges are payable to the ACBT Student Fees Account and funds are drawn down from this account once a student commences at ECUSL.

5.3 Once an applicant accepts a place offered by ECUSL and pays Fees, a binding contract is created between the Student and ECUSL (ACBT).

5.4 The person signing the acceptance forms is liable for payment of all Fees.

5.5 Provision has been made to safeguard any course fees which are paid in advance. They will be deposited into an ACBT Student Fees Account for ECUSL to draw down once the student commences the course.

6. Non-Refundable Fees and Charges

6.1 Late payment and Cancellation charges are non-Refundable.

6.2 Any balance remaining in a student's account three (3) months after the student has completed or Withdrawn from their Course will be forfeited.

6.3 Where a student has any outstanding debt or a penalty, the debt or penalty must be paid in full; otherwise, the debt or penalty amount will be deducted from any Refund.

6.4 A Student whose Enrolment is Terminated as a result of breaching ECUSL Policies or Procedures will not be entitled to any Refund of Tuition Fees.

6.5 Late re-Enrolment Fees for returning Pathway Students are non-Refundable.

6.6 Bursaries and entry Scholarships are non-Refundable; Refunds will be reduced by the amount of the original Bursary and/or Scholarship.

7. Refunds

7.1 A Refund request must be made via the submission of a completed *Refund Request Form* to Student and Academic Services. Students are encouraged to seek help from Admissions Staff (for Students who have not yet commenced) or from Student and Academic Services.

7.2 The date of *Refund Request Form* completion is when the *Refund Policy* will take effect.

7.3 The Refund will be calculated in accordance with the conditions set out in the fee refund schedules 1, 2 and 3 available in Annexure 1.

7.4 Cancellation charges will be calculated in accordance with the conditions set out in the fee refund schedules 1, 2 and 3 available in Annexure 1.

7.5 Cancellation charges for withdrawal from a course will be applied to the total Tuition Fees payable for the Study Period.

7.6 For commencing students, the Tuition Fees payable are based on a Full-time Study Load.

- 7.7 When a commencing student withdraws from a single Unit on or before Week 4 of their first Study Period, Tuition Fees for that Unit will not be Refunded but will instead be credited to the following Study Period.
- 7.8 In the event that the Student Withdraws from the Course before using the Tuition Fee credit, the credit will be forfeited.
- 7.9 Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the Student on the *Refund Request Form*, or, where Fees were paid by credit card, by issuing a credit to that credit card.
- 7.10 All Refunds will be paid in Sri Lankan Rupees (LKR). Where it is necessary for the Refund to be converted into a currency other than Sri Lankan Rupees, the amount to be Refunded will be converted using the exchange rate on the date the payment is made. ECUSL (ACBT) will not be responsible for fluctuations in exchange rates or for meeting the exchange cost.
- 7.11 For Pathway Students, Census Date is the date on which Unit Enrolments are confirmed; after this date Tuition Fees for confirmed Units may only be Refunded under [Exceptional Circumstances](#).
- 7.12 Non-self-supporting Students are required to declare that they have their parents' (or legal guardians') permission to obtain a Refund of Tuition Fee credits. Whilst all care is taken, ECC takes no responsibility for Refunding monies to a Student who has misled ECC regarding permission from parents to do so.
- 7.13 Sponsored Students will not be permitted to request a Refund of any Tuition Fee credits; such credits can only be paid to the recorded Sponsor.
- 7.14 Refunds will only be sent to overseas bank/addresses if the value is in excess of AU\$50.
- 7.15 Students providing the College with incorrect bank details will be Refunded again less the bank charges incurred by ECC, after the money has been credited in the ECC bank account.
- 7.16 Where a Student is entitled to a Refund of Fees under this Policy, the Refund will be paid within four (4) weeks of ECC approving the Refund.

8. Deferral

- 8.1 If a Student applies for Deferral before Census Date, and it is approved by ECC, the College will credit any Fees paid for the relevant Study Period without penalty. If the Student subsequently Withdraws, the *Refund Policy* will apply as at the date ECC received the original request for Deferral regardless of a subsequent offer being made.
- 8.2 If a Student for Deferral after Census Date, is approved by ECC, their place will be held, and all Tuition Fees applicable to that Study Period will not be Refunded.

9. Exceptional Circumstances

- 9.1 A Student whose Withdrawal or Enrolment Cancellation is due to [Exceptional Circumstances](#) can request that Cancellation charges be waived or, if applicable, request a remission of their FEE-HELP debt.
- 9.2 Refund requests should outline the reasons for the Withdrawal and include documentary evidence such as Medical Certificates to support the application. Requests must be made in writing within twelve (12) months of the date of the Withdrawal request or the conclusion of the Study Period in which the Course was undertaken.

10. Provider Default

10.1 ECC reserves the right to withdraw a Unit(s) or Course from offer at its discretion. If a Student is unable to Enrol in a similar Course or Unit(s) at ECC and the Enrolment is Cancelled, all Fees will be Refunded in full. Fees will be refunded as per the Schedules.

11. ACCOUNTABILITIES AND RESPONSIBILITIES

11.1 The **General Manager** has overall responsibility for this Policy and its operation at ECUSL, including approving refunds granted due to Exceptional Circumstances.

11.2 **Prospective and Enrolled Students at ECUSL** are responsible for acting in accordance with this Policy.

11.3 The **Finance Manager** is responsible for implementing Refunds determined under this Policy.

12. RELATED DOCUMENTS:

12.1 Relevant to this Policy are:

[Academic Progression Policy](#)

[Admissions Policy](#)

[Credit and Recognition of Prior Learning \(RPL\) Policy](#)

[Enrolment Policy](#)

12.2 This Policy has been developed in line with requirements set out in the:

Higher Education Support Act 2003

Education Services for Overseas Student Act 2000

The National Code of Practice for Providers of Education Training to overseas Students 2018

13. CONTACT INFORMATION:

For queries relating to this document please contact:

Policy Owner	General Manager
All Enquiries Contact	Quality and Compliance Manager
Email Address	<u>Compliance.ECUSL@ecu.edu.lk</u>

14. APPROVAL HISTORY:

Policy Approved by	Senior Management Group of ACBT
Date of first approval	September 2019
Date last modified	August 2026
Revision history	March 2024 – revision of the Table of Refunds, Rules and Cancellation Charges August 2026 – Removed references to the Tuition Protection Service (TPS), Higher Education Tuition Assurance Scheme, and Statement of Tuition Assurance links, as these are not applicable to the local context
Next revision due	August 2027.

Annexure 1

Refund Fee Schedule

	Reason For Refund	Notification Period	Cancellation Fee /Administration Charges	Refund
1	If the student withdraws from the course after making the 50 % advance payment of the course fee	Before Study Period/ Course commences.	Nil	Full refund of fees paid for study period.
		Within the first two weeks of the commencement of the Study Period.	LKR 10,000.00	Full refund of fees paid for study period less administration charges of LKR 10,000.00
		Before week 4 but after week 2 of Study Period commencement.	LKR 15,000.00	Full refund of fees paid for study period less administration charges of LKR 15,000.00
		After week 4 of the commencement of the Study Period.	50% advance payment of the course fee will not be refunded	No refund
2	If the student withdraws from the course after making payment higher than 50% advance for the study period	Before Study Period/ Course commences	Nil	Full refund of fees paid for study period.
		Within the first two weeks of the commencement of the Study Period	LKR 10,000.00	Full refund of fees paid for study period less administration charges of LKR 10,000.00
		Before week 4 but after week 2 of Study Period commencement	LKR 15,000.00	Full refund of fees paid for study period less administration charges of LKR 15,000.00
		After week 4 of the commencement of the Study Period	50% advance payment of the course fee will not be refunded	Total payment less 50% of study period fee, will be released only if the request has been made before end of week 04
3	Student withdraws from a single unit (subject to approval)	Before Study Period/course commences or within the first four weeks of the commencement of the Study Period	No Charge	100% of unit fee credited to following Study Period.
		After week four of the commencement of the Study Period.	100% of unit fees retained by ACBT	No refund