Pacific College of Technology Since 2002 CRICOS: 02668F	Pacific College of Technology	Authorized by	Principal
		Effective Date	12 January 2026
	Student Fee Refund of students enrolled under Smart and Skilled contract		

SECTION A: Standard Student Fee Refund Policy – General Application Process

Important Information:

Under the Smart and Skilled programme, payment of tuition fees to a provider comprises **the standard student fee** and a **subsidy paid by the NSW Government**. Students contribute towards the cost of training by paying a standard student fee, while the subsidy is paid directly to providers by NSW government. Student fees are set for the whole qualification not annual or semester fees.

Standard student fees: Standard student fees apply to students who are not engaged in an apprenticeship or traineeship, or who do not qualify for a concession or an exemption.

Note: This Refund policy applies to **the Standard Student Fee** only. Under no circumstances are students entitled to obtain a refund for NSW Government subsidy.

Any matters relating to student withdrawal and fees refund not listed on this document will be governed by Smart and Skilled Fee Administration Policy on https://www.training.nsw.gov.au/

The following procedures will apply to all applications for refund:

1. Any and all applications for a refund of Standard Student Fee by a student (or original payee of a student's tuition fees) must be submitted to the Pacific College of Technology in writing, using the Tuition Fee Refund FormAll Application fees, Recognition of Prior Learning fees, Re-assessment fees and Student Services fees are non-refundable if they are incurred before the date of application for refund.
2. All application fees, recognition of prior learning fees, re-assessment fees and student services fees are non-refundable if they are incurred before the date of application for refund.
3. All applications for refund of a Standard Student Fee by a student (or original payee of the student's tuition fees) will be finalised by the Pacific College of Technology within 28 days of an application being lodged. Incomplete refund applications may result in delays beyond 28 days.
4. Where a Standard Student Fee has been paid to the Pacific College of Technology by a third party on a student's behalf, the Pacific College of Technology reserves the right to notify the original payee, that a request for a refund has been made by the student in question.
5. Any and all refunds, approved by the Pacific College of Technology, are payable to the original payee from whom the Standard Student Fee was

received on behalf of the student. Such refunds will be paid in Australian dollars (AUD) only.

6. If an application for refund of **Standard Student Fee** paid by a student (or original payee of the student's tuition fees) is declined by the Pacific College of Technology, the College will notify the applicant in writing, within 28 days of receiving the refund application, of the decision to decline the refund, and will provide the reasons for such a decision.
7. An application for refund declined by the Pacific College of Technology is subject to the availability of an internal appeal to the Principal. All appeals must be made in writing and addressed to the Principal within 28 days of receiving written notification of the refund application being declined.
8. The denial of a refund under this Policy or access to the Pacific College of Technology internal appeals, does not remove the right of a student to take further action or pursue other legal remedies Australian consumer protection laws.

SECTION B: Standard Student Fee Refund Policy –General Refunds

In line with current legislative requirements, as well as the General Application process outlined above in Section A, any payable refunds will be subject to the following clauses under PCT's General Refund provisions:

1. If a student withdraws from the unit of competency or a course on or before the training commencement date as outlined in the training delivery plan, he/she will be repaid any **Standard Student Fee** that he or she may have paid up front. Students must notify his intention in writing and fill in a form specified by the College.
2. No refund will be given to any student who withdraws from their unit(s) of competency, after the cooling off period/cut-off date (Two business days prior to training commencement of a unit (s) of competency) for the current period of study. Any additional **Standard Student Fee** that have been paid beyond the current study period (term), that are deemed refundable, will be payable back to the student minus any applicable deductions*.
3. If a student transfers to a second course within Pacific College of Technology, without completing the first course, then the student is not eligible for a refund of the first **Standard Student Fee**. The tuition fee paid for the first course will be credited on a pro-rata basis towards the tuition fee of the second course.

SECTION C: Standard Student Fee Refund Policy – Provider Default

The College is deemed to have defaulted on its obligations to its students if it has received upfront payment from students for the course but:

- the provider i.e. the College, fails to deliver the course as agreed without proper notification;
- the course stops being provided by the College after the start date and before it is completed; or

- The course is not provided fully to the student because the College has had a sanction imposed.

In the event that the Pacific College of Technology defaults on the basis of any of the above circumstances, the following refund procedures will take effect, subject to the policies mentioned earlier.

1. Any student affected by a default on behalf of the Pacific College of Technology, will first be offered enrolment in an alternative course provided by the College at no additional cost. Any offer will be made subject to, and in line with, existing Student Visa conditions and requirements.

2. If affected students accept the offer of enrolment in an alternative course offered by the Pacific College of Technology, then they will be issued a new Letter of Offer and Written Agreement within 14 days of the date of default.

3. No refund administration fee will be charged for any refunds due to provider default.

4. In the event that students affected by the Pacific College of Technology's default do not accept an offer by the College of an alternative course it provides, a full refund of unspent tuition fees will be paid within 14 days of the date of default.

5. The Pacific College of Technology will provide students in writing, within 14 days, a statement explaining how the refund amount has been calculated.

6. In the unlikely event that the Pacific College of Technology is unable to provide a refund, or place the student in an alternative course, the Australian Student Tuition Assurance Scheme (ASTAS) administered by the Australian Council of Private Education and Training will place students in a suitable alternative course at no additional cost to them.