

## Refunds Policy and Procedure

- All refund requests must be made in writing using the Refund Request Form.
- Completed Refund Request Form along with all supporting documents should be sent to college for processing, the refund amount will be calculated from the date of receipt of this form and its supporting evidence(s).
- Course commencement date is defined as ‘Proposed Course Start Date’ as listed on the student Coe. If the student applies for course deferment to a future intake date, the refunds policy applies to the current course and its Proposed Course Start Date. If student applies for suspension to a future time, the refund policy applies to the current course and its Proposed Course Start Date.
- Refund will be processed and paid into the original bank account details that is used for the payments and is provided by the student or a bank account that is nominated by student’s agent.
- Refunds will be processed within 20 working days from the date of receipt of this form and its supporting evidence(s).
- A written statement will be provided to explain how the refund is calculated per request from student or an authorised third party.

If a student is not satisfied with the approved refund amount the student has a right to lodge an internal appeal with the college. If the student is not happy with internal appeal outcome the student can seek for further assistance under Australian Consumer Law. You can visit Australian Consumer Law website at <http://consumerlaw.gov.au/>

**Below is a table listing examples of situations and how refunds will be processed:**

Situations	Refunds Procedure
Enrollment fees	Non-refundable
Material fees	Non-refundable
Coe amendment fees: \$50 per Coe	Non-refundable
Re-assessment fees: \$50 per unit	Non-refundable
Student Visa Cancellation/Refusal due to fraud/misleading information when applying/extending student visa and/or breach of student visa conditions, etc.	No refund
Student applies for external appeal such as AAT (Administrative Appeals Tribunal)	No refund

COE Cancellation due to non-commencement, non-attendance, non-payment, unsatisfactory course progress and/or breach of any college code and National Standards	No refund
Withdraw Application Requests due to student personal reason: Before the course commencement date	<p>If student applies to withdraw from the course due to personal reason and sends the refund form before the course commencement date, tuition fees are refunded in full, and an admin fee of \$300, a material fee and an enrollment fee will be deducted from the final refund amount.</p> <p><u>Documents that are required to process this type of refund:</u></p> <ol style="list-style-type: none"> <li>1. Refund Form with correct bank details.</li> <li>2. Withdrawal/Cancellation Form</li> </ol>
Withdraw Application Requests: On/After course commencement date	<p>If student applies to withdraw from the course due to personal reason and sends the refund form on/after course commencement date, refund is calculated based on the date of receipt of all documents that are required to process refunds request, refund amount will be calculated on a pro-rata basis based on the number of weeks remaining for the remainder of the course, and an admin fee of \$300, a material fee and an enrollment fee will be deducted from the final refund amount.</p> <p><u>Required documents to process refund:</u></p> <ol style="list-style-type: none"> <li>1. Refund Form with correct bank details.</li> <li>2. Withdrawal/Cancellation Form</li> </ol>
Provider Default	<p>If college is unable to deliver the course, college will offer students placement into an alternative registered course, or a refund for unused tuition fees.</p> <p>In the situation when college is unable to provide alternative registered course or a refund for unused tuition fees, TPS (Tuition Protection Service) for international students will attempt to place student into an alternative registered course provided by another provider (college).</p>