

Refunds Policy

- Refunds application requests must be made in writing on the student refund form provided by the college.
- Refunds will be paid in accordance with the conditions agreed to on the signed and dated Written Agreement except for Provider Default and Student Visa Cancellation. In the case of Provider Default and Student Visa Cancellation student refunds will be made in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. An explanation of these requirements follows.
- The Academic Manager or Principal Executive Officer will approve/disapprove student refund in coordination with the Accounts Department.
- All refunds will be recorded into College Accounting system.
- The enrolment fees and airport pickup fees are non-refundable under any circumstances.
- Tuition fees and OSHC (if you have paid OSHC to the college):
 - Visa rejection:
 - Before course start date – refund will be provided in full and an enrolment fees of \$200 will be deducted by the college.
 - After course start date – refund is calculated on a pro-rata basis based on the number of months that the student has paid for and an enrolment fee of \$200 will be deducted from the final refund amount. The college will deduct \$200 enrolment fee and any fees for which training and assessment services is provided to the student before the date of visa cancellation.
 - The student must provide written proof of visa cancellation within 4 weeks from the date when visa rejection took place to be able to fall under visa rejection category. If the student is unable to provide this evidence within 4 weeks of rejection or if for some reason is not able to provide written evidence than the normal cancellation fees will be charged to the student.
 - If you have given written notice to the college to withdraw from your course:
 - 30 days or more before the course commencement date, tuition fees will be refunded 70% and \$200 enrolment fee will be deducted from the final refund amount.
 - 1-29 days before course commencement date, tuition fees will be refunded 50% and \$200 enrolment fee will be deducted from the final refund amount.
 - Student default:
 - No refund will be given to the student if they have provided misleading or false information during the refund process.
 - Is in breach of their visa requirements as imposed by the Australian Government and withdraws from the college due to this reason.
- If the student is not happy with the refund amount than they can access college's internal complaints and appeal policy for a review

- If student is not satisfied with the decision from the internal complain or appeal process than they can seek further assistance and help under Australian Consumer Protection Laws (<http://consumerlaw.gov.au/>)

Refunds Procedure

- You must complete the Refund form.
- Your refund will be processed within 4 weeks of receipt of your completed refund application with all supporting documents.
- Where 2 or more courses are packaged, the condition of the refund will be applicable to all courses.
- Commencement of the course is defined as the course start date recorded in the Student Application form.
- Course and other associated fees are not transferrable to another student or any other institution.
- Course and other associated fees may be transferrable to another course that the student is wanting to do within the college.
- Any approved refunds are made payable directly to the student's nominated bank account. Refund amount is only payable in Australian dollars.
- As applicable bank charges will be deductible for refunds made by bank draft or electronic transfer.