

## 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 rejection/Cancellation. In the case of Provider Default and Student Visa rejection/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 will approve/disapprove student refund in coordination with the Accounts Department.
- All refunds will be recorded into College Accounting system.
- The application 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/cancellation:
    - Before course start date – Refund will be provided in full if student decide to leave Australia permanently and an admin fees of \$200 will be deducted by the college. Students are required to provide visa refusal letter including additional supporting documents such as flight ticket.
    - 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 application fee of \$200 will be deducted from the final refund amount. The college will deduct \$200 admin fee and any fees for which training and assessment services is provided to the student before the date of visa rejection/cancellation.
    - The student must provide written proof of visa rejection/cancellation within 2 weeks from the date when visa rejection took. Students are required to provide additional supporting documents along with visa rejection or refusal letter. Students are required to provide these evidences within 2 weeks of rejection/cancellation.
    - No refund will be given to visa extension is refused after course commencement.
  - 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 admin fee will be deducted from the final refund amount.
    - 1-29 days before course commencement date, tuition fees will be refunded 50% and \$200 admin fee will be deducted from the final refund amount.
    - Refund will be decided on a case by case basis for withdrawal from a course on illness and compassionate grounds.
  - 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.

- No refund on withdraw on/after course commencement date of the enrolled course.
- Cancellation of CoE and Reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (unsatisfactory course progress, non-payment of fees, etc.)
- Student is terminated due to serious breach of the College rules or a breach of visa conditions including nonattendance or unsatisfactory progress.
- No refund will be given if a student holds a valid student visa at the time of enrolment with Training Masters, but after commencing their course, their current visa expires, and a subsequent visa application is applied for and rejected.
- No refund will be given to approved deferred students.
- No refund will be given to students who will apply for external appeal such as AAT (Administrative Appeals Tribunal). Students are required to provide appeal evidence such as appeal application number & copy of application if they will stay in Australia.
- Provider default (unable to deliver the course):
  - TM will calculate the refund amount eligible for the student (based on unused prepaid tuition fees) and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, TM will give the student a statement explaining how the unused prepaid tuition fees have been calculated
  - In the event that TM is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) for international students will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees.
- No refund will be given on deposit amount if student would like to withdraw from the course before course commencement date. Exception can be applicable only on visa refusal. TM will review circumstances & decide case by case.
- TM reserved all rights to review all visa rejection, cancellation and withdrawal applications for refund and decide case by case.
- If the student is not happy with the refund amount, then 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 (28 days) 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 or agent'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.