

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.
- The college will attempt to return any refund back to the originating bank account or originating card or cardholder. Refunds will be paid:
 - To the person or entity from which the original payment was received.
 - In Australian Dollars, unless external requirements prevent this.
 - Where possible, to the account from which, and using the mechanism by which, the original payment was received.
- Where it is not possible for the college to make a payment to the account, person or entity from which the original payment was received, the college will consult with the student, the person or entity who made the original payment and the appropriate financial institutions to determine how the refund will be paid.
- If the college is unable to contact a former student to arrange for a refund, the funds will be held for a maximum period of six years, at which time the credit balance will be transferred to the Office of State Revenue.
- 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. Student can visit Australian Consumer Law website at <http://consumerlaw.gov.au/> for more information.

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

Situations	Refunds Procedure
Enrollment fees: \$200	Non-refundable
Material fees: as per student offer letter and agreement documents	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	No refund

visa and/or breach of student visa conditions, etc.	
Students apply for external appeals 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: Before the course commencement date	<p>If a student applies to withdraw from the course and sends the refund form before the course commencement date, tuition fees are refunded in full, and an admin fee of \$300, an enrollment fee of \$200 and a material fee as per student offer letter and agreement documents 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"> 1. Refund Form with correct bank details. 2. Withdrawal from 3. Related support documents if required
Withdraw Application Requests: On/After course commencement date	<p>If student applies to withdraw from the course 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, an enrollment fee of \$200 and a material fee as per student offer letter and agreement documents will be deducted from the final refund amount.</p> <p><u>Required documents to process refund:</u></p> <ol style="list-style-type: none"> 1. Refund Form with correct bank details. 2. Withdrawal from 3. Related support documents if required
Provider Default	<p>If the college is unable to deliver the course, the college will offer students placement on an alternative registered course, or a refund for unused tuition fees.</p> <p>In the situation where 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>