



The Canberra Training School Pty. Ltd. T/A CANBERRA BUSINESS AND TECHNOLOGY COLLEGE

Refund Policy

Fees

All fees must be paid prior to the commencement of the course or as per the agreed payment plan accepted in writing by the student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars.

No monies can be collected by any education agents on behalf of Canberra Business and Technology College.

Students will not be permitted to commence or continue their course until all outstanding fees have been paid. Canberra Business and Technology College (CBTC) reserve the right to cancel a Student's enrolment for non-payment of fees, where fees are overdue by more than 14 days. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs as prescribed under Section 19 of the *Education Services for Overseas Students Act 2000 (ESOS Act)*.

Personal insurance and students' living expenses are not included in the fees quoted and are the responsibility of the student.

CBTC reserves the right to change its fees at any time, subject to the relevant authority's approval.

Refunds

1. The request for refund to be made using the **"Refund Application Form No 35"**, which can be obtained from the **Administration Manager**.
2. If a visa application is rejected for a student applying for enrolment from **offshore**, then paid tuition and material fees will be refunded in full provided that the rejection is certified and supporting evidence is provided to Canberra Business and Technology College (CBTC). Only the application fee is non-refundable, the accommodation booking fee and airport pick-up fee will be refunded. Refund will be processed within 14 days from the date the Refund Application is received.
3. If a visa application is rejected for a student applying for enrolment from **onshore**, after the date of the course commencement as indicated on the eCoE, then paid tuition and material fees for any unused portion of the course, will be refunded provided the rejection is certified and supporting evidence is provided to CBTC. The application fee is non-refundable. The accommodation booking fee and airport pick-up fee will not be refunded. The refund will be processed within 14 days from the date the Refund Application is received.
4. If a visa application is rejected for a student applying for enrolment from **onshore**, before the date of the course commencement as indicated on the eCoE, then paid tuition and material fees will be refunded in full provided that the rejection is certified and supporting evidence is provided to CBTC. Application fee is non-refundable and the accommodation booking fee and airport pick-up fee will not be refunded. Refund will be processed within 14 days from the date the Refund Application is received.
5. If a student withdraws from a course 28 days or more before the course start date 80% of the paid tuition and material fee will be refunded within 4 weeks from the date the Refund Application is received.
6. If a student withdraws from a course in less than 28 days before the course start date 50% of the paid tuition and material fee will be refunded within 4 weeks from the date the Refund Application is received.
7. If a student withdraws from a course after the course start date indicated on the eCoE, student will not be entitled to any refund of tuition fee but unused portion of the material fee will be refunded.
8. No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.



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9. Canberra Business and Technology defaults:

- Canberra Business and Technology College defaults if the course they offer does not start at its registered campus on the agreed starting day.
- Canberra Business and Technology College defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.

- a. In the unlikely event that CBTC is unable to deliver the course in full, the student will be offered a refund of all the course money they have paid to date. The refund will be paid to the student within 10 working days from the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by CBTC at no extra cost to the student. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, CBTC will ask them to sign a document to indicate that they accept the placement.

If CBTC is unable to provide a refund or place the student in an alternative course the Australian Government's Tuition Protection Service (TPS) will assist them with their placement in an alternative course or manage any applicable refunds.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

- b. CBTC reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enroll in a similar course at CBTC, all fees will be refunded.

In all the above circumstances, the fees will be refunded in full within 14 days after the default day.

10. Bank charges are deducted for refunds made by bank draft or electronic transfer.

11. Canberra Business and Technology College dispute resolution processes do not circumscribe the student's right to pursue other legal avenues.

12. This agreement does not remove the right of either party to take further action under the relevant laws for unpaid and overdue fees.

13. The refund policy is subject to review periodically. Please check the refund policy in your Letter of Offer before accepting an offer.

Applying for a refund

All applications for refunds must be made in writing by completing "**Refund Application Form No 35**" (available from the Administration Manager) and submitted to the Administration Manager.

Payment of Refund:

All refunds for which a student is eligible will be forwarded to the bank account nominated by the student, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the student or his/her legal guardian (if under 18). CBTC will provide the student with a statement detailing the calculation of the refund.



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Approvals: All refunds must be approved by the Principal Executive Officer (PEO). Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the PEO.

Appeals: Students should refer to CBTC's 'Complaints and Appeals Policy' if they wish to appeal the decision related to their refunds.

Non-payment of fees and debt collection for all students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). Delay in payments incurs a late fee fine. Ongoing delays in payment of College fees may result in cancellation of enrolment.

The College reserves the right to utilise the services of a debt-collection agency for the collection of overdue fees, in circumstances where the College's internal processes to collect the fees have not been successful. In such circumstances, costs for full debt collection/ recovery, including costs such as demand letters, skip/trace, solicitor's involvement etc. will be added to the amount outstanding and the student will be liable for the costs.

NOTE: "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

Canberra Business & Technology College