Refund Policy

SCOPE

1. This policy covers the refunds process for all fees payable for training services provided within Perth College of Business & Technology scope of registration, in accordance with National Code.

PURPOSE:

2. To provide for appropriate handling of student’s payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

3. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

PROCEDURE:

4. Details concerning the scope of Perth College of Business & Technology Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

General Rules

a) The refund process reflects the commitment by Perth College of Business & Technology to hold places as booked by students and the amount of administrative resources consumed at the various stages.

b) Refunds must be requested in writing to the Compliance Manager of Perth College of Business & Technology.

c) The Compliance Manager of Perth College of Business & Technology will process refund requests and if approved, arrange payment within 28 days.

d) Refunds will be paid in Australian Dollars into the nominated bank account.

e) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Perth College of Business & Technology until the course start date.

f) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.

g) The term “commencement” in this policy refers to the first day of the first program attended by the student.

h) Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Perth College of Business & Technology. All Refund Requests and issue refunds are to be logged in the Refund Log.
### TABLE OF REFUNDS

<table>
<thead>
<tr>
<th>Type</th>
<th>Timeframe</th>
<th>Amount Refunded</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>VISA Refusal</td>
<td>At any time</td>
<td>All FEES minus the NON REFUNDABLE application fee of AUD $250.00.</td>
<td>Refund Request Proof of VISA Refusal</td>
</tr>
<tr>
<td>VISA Renewal Refusal</td>
<td>After the course has commenced</td>
<td>Nil.</td>
<td>Refund Request Proof of VISA Refusal</td>
</tr>
<tr>
<td>VISA Removal for breach of conditions</td>
<td>At any time</td>
<td>Nil.</td>
<td>Refund Request Proof of VISA Refusal</td>
</tr>
<tr>
<td>Withdrawal, Transfer or Enrolment Cancellation</td>
<td>Greater than 28 days before commencement of the course</td>
<td>All FEES minus the NON REFUNDABLE application fee of AUD $250.00 minus AGENT Commissions Paid minus AUD $300.00 cancelation fee.</td>
<td>Refund Request Letter of Offer DSC Form</td>
</tr>
<tr>
<td></td>
<td>Less than 28 days before commencement of the course</td>
<td>50% of Course fee. minus AUD $300.00 cancelation fee, minus non-refundable application fee of AUD $250.00 minus AGENT Commissions Paid.</td>
<td>Refund Request Letter of Offer DSC Form</td>
</tr>
<tr>
<td></td>
<td>After the course has commenced</td>
<td>Nil.</td>
<td>Nil</td>
</tr>
<tr>
<td>Default by Perth College of Business &amp; Technology</td>
<td>At any time</td>
<td>Full Refund.</td>
<td>Nil</td>
</tr>
</tbody>
</table>

- **Credit Transfer**
  - **Prior to COE**: No Charge for UOC being transferred except if First aid has been completed after scheduled class booking. Transcript required from Institution where you studied
  
  - **After COE**: New COE charge AUD $250.00. Transcript required from Institution where you studied
  
- **Recognition of Prior Learning (RPL)**
  - **After COE**: 25% of Unit cost + new COE if required AUD $250.00. Evidence to support RPL kit
  
- **Mapping Document for Credit Transfer**
  - 50% of Course Fee. Require transcript from institution where you studied