

SCOPE

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

PURPOSE

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 the notification time frame.

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

PROCEDURE

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

This agreement and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

All refund applications are processed **within 28-day of receiving a written Notification with Refund Application Form** (including all correct bank details,...).

GENERAL RULES

- The refunds must be requested in writing through the approved form to the Principal Executive Officer or Finance Manager of the Perth College of Business & Technology.
- The Finance Manager of Perth College of Business & Technology will process refund requests and if approved by PEO and will arrange payment within 28 days.
- Refunds will be paid in Australian Dollars into the nominated bank account.
- 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.
- All requests for refund will be processed on an individual basis, taking into account the impact on follow on units /modules if applicable.
- The term "commencement" in this policy refers to the first day of the first program attended by the student.
- Issues with regard to payment are to be handled at the first available opportunity and directed to the Principal Executive Officer of Perth College of Business & Technology.
- All refund Requests and issue refunds are to be logged in the Refund Log by the Finance Manager.
- When the student has been referred through an agent, the RTO reserves the right to communicate the information about the refund any cancellation or recognition processes to the agent.

TABLE OF REFUNDS

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Type	Timeframe	Tuition Fees Refunded	Non-Tuition Fees	Documents
VISA Refusal (Onshore and Offshore student)	Before the Course Commences	Full Refund	Material Fees- Refunded Application Fee- Non-refundable	Refund Request Form Proof of VISA Refusal
VISA Refusal (Onshore student)	After the course has commenced	Course fees – (Weekly tuition fee × weeks in default period)= Refund amount	Material Fees- No Refund Application Fee- Non-refundable	Refund Request Form Proof of VISA Refusal
VISA Cancellation based on Breach of Conditions	At any time	Nil.	Material Fees- No Refund Application Fee- Non-refundable	Refund Request Form Proof of VISA Refusal
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	Full Refund - Agent Fees (if applicable)	Material Fees- Refunded Application Fee- Non-refundable	Refund Request Form Letter of Offer DSC Form
	Less than 8-28 days before commencement of the course	75% Refund of Term 1, Full Refund of Subsequent Terms – Agent Fees (if applicable)	Material Fees- Refunded Application Fee- Non-refundable Cancellation Fee of \$250 Applies	Refund Request Form Letter of Offer DSC Form
	Less than 0-7 days before commencement of the course	50% Refund of Term 1, Full Refund of Subsequent Terms – Agent Fees (if applicable)	Material Fees- Refunded Application Fee- Non-refundable Cancellation Fee of \$250 Applies	Refund Request Form Letter of Offer DSC Form
	After the course has commenced	Nil.	Material Fees- Non-refundable Application Fee- Non-refundable Cancellation Fee of \$250 Applies	Nil
Default by Perth College of Business & Technology	At any time	Please refer to New calculation under section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014 https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf		Nil