

SECTION 1: STUDENT DETAILS

Student Name:

Student ID:

Email Address:

Phone No.:

Student's
Current
Address:

Need Release Confirmation? Yes No

Reason for cancellation: Visa refusal Other:

Course/s to be
cancelled :

SECTION 2: BANK ACCOUNT DETAILS FOR REFUND (if applicable)

Please note that there is no refund if a student withdraws after the course start date, except in the case of visa refusal. (See attached Refund Policy)

Account name:

Branch/ BSB:

Account number:

IFCS Code

or SWIFT Code:

SECTION 3: STUDENT DECLARATION:

I authorize Australian College of Technology and Business P/L (ACTB) to transfer any refund due to me as per my instructions above. I understand that the ACTB Refund Policy will be applied to calculate any refund that may be payable. I understand that I am not entitled to any refund, if my course has already commenced.

Student's Signature:

Date: / /

OFFICE USE ONLY

Course to be cancelled	Course Duration	Payment Status		Refundable
		Total Fee	Paid Fee	

REFUND POLICY

Refunds

Refund of the fees will only be granted in accordance with the refund policy set out below.

Enrolment fees are non-refundable under any circumstances, except in the unlikely circumstances where ACTB is unable to provide the course. Material Fees are non-refundable if the student does not commence the course or withdraws after the intended course start date.

Other Non-Tuition Fees are non-refundable under any circumstances once paid.

Refunds for any non-tuition fees received by ACTB on behalf of the Student for ancillary services, such as Overseas Student Health Cover etc. must be requested from the company delivering the service and students will be subject to the respective companies refund policies.

Tuition Fees will be refunded as follows:

1. Full Refund

ACTB has a fee refund policy for situations where special circumstances exist.

We will make a full refund of course fees paid (less applicable Cancellation Fee) in the following circumstances:

Visa Not Granted

Where an application for a Student visa is unsuccessful, ACTB reserves the right to charge a Cancellation Fee of AUD\$500. Refund of any balance of pre-paid Tuition Fees will be made within 14 days. A request of refund in writing and proof of visa refusal, from the Australian Government must be sent to ACTB.

Provider Default

- In the unlikely event that ACTB is unable to start your course on the agreed starting date, you will be offered a full refund of all the course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ACTB at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
- In the unlikely event that ACTB is unable to deliver your course in full, you will be offered a refund of all the unspent course money you have paid to date. The refund will be paid to you within 14 days from the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ACTB at no extra cost to you. You have the right to choose whether you would prefer a full refund of the unspent course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

- If ACTB is unable to provide a refund or place you in an alternative course the Australian Government's Tuition Protection Service (TPS) will assist you with your 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
 - ACTB 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 enrol in a similar course at ACTB all fees will be refunded within 14 days.

2. Partial Refund

ACTB will make a partial refund of any Tuition Fees paid to ACTB before the Course Start date in the following circumstances (all amounts are less or subject to payment of a Cancellation Fee of \$500 per COE):

- Withdrawal at least 10 weeks prior to agreed course start date - Full refund of tuition.
- Withdrawal at least 6 weeks prior to agreed course start date - 75% refund of tuition.
- Withdrawal at least 4 weeks prior to agreed course start date - 50% refund of tuition.
- Withdrawal at least 2 weeks prior to agreed course start date - 25% refund of tuition.
- Withdrawal less than 2 weeks prior to agreed course start date - 10% refund of tuition.

In the above circumstances the refunds will be processed within 4 weeks from the date the refund request is received AND all required supporting documentation is supplied.

3. No Fee Refund

If a Student withdraws from, cancels or fails to attend a program or course on or after the agreed course start date, with the exception of visa refusal, ACTB will not refund any of the tuition fees paid for the course package or stand-alone course.

- For Packaged Courses (2 or more courses) – The Student will be required to pay a Cancellation Fee of up to \$500 per CoE, in addition to 50% of the principal course tuition fees and any outstanding balances for the current course they are withdrawing from.
- For Stand-alone Courses (enrolled in 1 course only) – The Student will be required to pay a Cancellation Fee of up to \$500 in addition to full payment of any remaining tuition fees for that course.
- No refunds will be issued for any deposits and payment plan fees paid on additional COEs at ACTB. Any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at ACTB.
 - In the event that an extension to the Student's visa is not granted and the course has commenced a refund will not be issued to the Student for the course duration that has already finished.
 - In the event that the Student seeks and is granted approval by ACTB to transfer to another provider prior to completion of six months' study of the principal course, no refund of any course money paid in advance will be granted. Any outstanding fees for the course must be paid prior to release.
 - In the event that the Student's enrolment is cancelled because of infringement of ACTB's disciplinary Policy or breach of Student visa conditions or non-payment of fees, no refund of any course money will be granted.