

## 1.1 Fees Refund Policy

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Who does this policy apply to?

This policy relates to all current and prospective students.

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- 1) The College reserves the right to cancel any student enrolments prior to the date of course commencement and all fees will be refunded
  - 2) The deposit/s is not refundable (only in the case of direct student visa refusal) see point 7
  - 3) Requests for refunds must be made in writing, addressed to the Principal and submitted with relevant documentary evidence. All refunds will be made by cheque or electronic fund transfer to the nominated bank account of the person who paid them, within 14 days.
  - 4) If the Visa is withdrawn, there is **no refund** from AHBC.
  - 5) Where an applicant cancels their enrolment giving more than 28 days notice prior to course commencement, all pre-paid course fees are fully refunded; less the deposit/s (equivalent to the first term's fees for the CoE's written) within 14 days of receipt of notification of cancellation of the course. Cancellation must be made in writing.
  - 6) Where an applicant cancels his or her course giving less than 28 days notice prior to their course commencement, no refunds will be given, including if the student is joining a course that has already commenced; in case of visa refusal during course, a refund would be supplied as per the ESOS Act, the amount of a refund is the amount of the course fees, minus the lesser of the following amounts:
    - (a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
    - (b) \$500.
  - 7) A refund of all tuition fees paid by an international student will be made if the student visa application is rejected, subject to the conditions in ESOS Act. The request for the refund must be made in writing and it's mandatory that the visa refusal letter from the Department of Home Affairs (DHA) is forwarded with the refund application to the Principal of AHBC; the application for refund must be made no later than four weeks after the visa refusal and must be addressed to the Principal. Please note the VISA refusal document must indicate that AHBC CoE's were used for the application alone or in a package.
  - 8) In the event that a student abandons their course without formally cancelling their enrolment with the College, no refund will be issued, which includes all monies paid or scheduled to be paid to AHBC, including monies paid for Overseas Health Cover (OSHC). The balance of fees owing will be invoiced to the student. Course abandonment is classified as absence without permission. Abandoning a course may lead to the College report you to the DET through PRISMS.
  - 9) If the provider (AHBC) defaults for the following reasons a full refund of all monies paid to AHBC will be refunded within 14 days. (a) The course does not start on the agreed starting day, (b) the course is not provided in full or (c) AHBC cannot deliver the courses, (d) the college does not believe the course is suitable for the student
  - 10) In the event that a student defaults, no refund will be issued to the student either before or after commencement of their course. Student default is: (a) student failed to pay an amount he or she was liable to pay to AHBC directly or indirectly, in order to undertake the course, (b) the student breached a condition of his or her student visa or conditions of enrolment of AHBC, (c) or misbehaviour of the student (*AHBC considers Misbehaviour as a breach-of-conduct as can be found in the Student Handbook under "Student responsibilities and code of behaviour"*)  
*\*"Breach of conduct" includes course abandonment or student changing their mind after a course has commenced.*
  - 11) Course fees are non-transferable.
  - 12) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take legal action under Australia's consumer protection laws.
- Please keep a copy of this Cancellation and refund policy for your records and own reference.

Note: The Enrolment/Material fee (EMF) is not refundable in any circumstance and is paid for course enrolment regardless of packaging of COE's; due on commencement day.  
Current fees may increase by a maximum of 3% over the enrolment period for each course. *Funds are non-transferable*

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**Procedure for claiming a refund:**

- Write to the Principal the request and reasons for claiming the refund
- Provide evidence of the visa refusal letter from Home Affairs
- Should the Principal decide that no refund will be made, they will notify the student in writing within 10 working days
- Should the Principal approve the refund, the refund will be made to the person that paid the fees,
- The refund will be paid within 14 days.
- The Principal will proceed with a transfer, or credit card refund.
- The Principal will show the student evidence of the refund made (remittance advise, refund credit card sheet, or OTT (Overseas Telegraphic Transfer)
- "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"

**FAQ: (Frequently asked questions)**

Is the deposit refundable?

Only when AHBC can't for any reason provide the course (provider default) or the initial student visa has been refused and the College has received the Home Affairs refusal letter. 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"

Must the claim for a refund be in writing?

Yes, it must, and be addressed to the Principal, explaining the reasons for requesting the refund.

How will the refund be paid?

The refund, once agreed on, will be paid within 14 days, to the person who paid the college.