



Fees and Refund Policy

Purpose

The following information will be provide to students about Australian Business Management's Fees and Refund Policy. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from Australian Business Management.

Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

All students are liable for the financial commitment to Australian Business Management.

Procedure

Australian Business Management:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the PEO in the first instance.

Withdrawal and Refunds

Any student wanting to request a refund for whatever reason must do in writing and within 14 days of the incident taking place, or whatever the reason may be. Application for a refund must be made in writing and addressed to the CEO, clearly stating the reason for the cancellation.



Enrolment/Application Fee, administration fees and fees paid to education agents are non-refundable. Material fee is refundable if withdraw prior to the nominated course commencement date.

A 80% refund of the course fees will be given by Australian Business Management only up to twenty eight (28) days prior to the nominated course commencement date. If less than twenty-eight (28) days' notice is given of the intention to withdraw from the course then a 50% refund will be given. If you fail to commence with or without notifying Australian Business Management, no refund will be available except in special circumstances.

“Special circumstances” under which a refund will be considered, and which are beyond the student’s control:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God
- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.
- Where a student’s Visa has not been granted

If a student withdraws from a course of study after commencing, for any reason outside those specified under “Special Circumstances” no refund will be given, and the student will be held liable for any unpaid fees as a result of the withdrawal.

If required / or Australian Business Management agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. All refunds will be paid to the person who enters into the contract with Australian Business Management (the Student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid.

Refund Policy – Provider Default and Fee Protection

In the unlikely event that Australian Business Management is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by Australian Business Management at no extra cost to you.

You have the right to choose whether you would prefer a full refund of 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 Australian Business Management is unable to provide a refund or place you in an alternative course, you may access the Governments Tuition Protection Scheme. You may contact the TPS Administrator either by phone; within Australia: (02) 6271 3340; outside Australia: +61 2 6271 3440;



or via email administrator@a.tps.gov.au. They will work with you to place you in a suitable alternative course at no extra cost to you

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.

For more information, visit <https://www.tps.gov.au> or the FAQ's section: <https://tps.gov.au/StaticContent/Get/Faqs>

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,500.00 prior to the course commencement.

Following course commencement, Australian Business Management may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Australian Business Management has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the PEO of Australian Business Management. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. Australian Business Management will provide the student with a written statement detailing how the amount of the refund has been calculated. All refunds will be paid to the person who enters into the contract with Australian Business Management, the Student, unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent. All refunds will be paid in the currency in which the fees were paid. Students must provide, in writing, the person they wish the refund to go to, if it is not them. All refunds are paid electronically, no refunds will be in cash.

Agreeing to the Refund policy and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. Australian Business Management's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.



Please refer to the Complaints and Appeals Policy.

Delegated Authority

RTO Manager

Related Standard

Clause 7.3

Where Australian Business Management requires, either directly or through a third party, a prospective or current student to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), Australian Business Management must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Requirements for protecting fees prepaid by individual students, or prospective students, for services. Australian Business Management addresses student fee protection by implementing one or more of the following arrangements:

- 1. Australian Business Management holds an unconditional financial guarantee from a bank operating in Australia where:
 - a. the guarantee is for an amount no less than the total amount of prepaid fees held by Australian Business Management in excess of the threshold prepaid fee amount for each student for services to be provided by Australian Business Management to those students, and*
 - b. all establishment and ongoing maintenance costs for the bank guarantee are met by Australian Business Management.**
- 2. Australian Business Management holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if Australian Business Management is unable to provide services for which the student has prepaid, must ensure:
 - a. the student will be placed into an equivalent course such that:
 - i. the new location is geographically close to where the student had been enrolled, and*
 - ii. the student receives the full services for which they have prepaid at no additional cost to the student or**
 - b. if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.**
- 3. Any other fee protection measure approved by the VET Regulator.*



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Approved By: Director of Australian Business Management		
Version	Produced Date	Rationale
1.0	June 2018	© RTO Consultancy Group Pty Ltd 2018 Licensed to Australian Business Management Pty Ltd
20.1	Dec 2020	Updated with new letterhead and refund policy
21.1	Mar 2021	New delivery address added
21.2	Apr 2021	Old delivery address removed
22.1	May 2022	New delivery address added