



Refund Request Form

By filing in this form you are requesting to apply for a refund of course fees in part or in full.

Each refund request is looked at on an independent basis. This form must be lodged to the CEO, or in their absence the Administrator, within the time frame relevant to the particular refund request as outlined in the refund policy.

A response will be issued to you within 4 weeks after the claim has been received and if successful a refund will be made as per the refund policy depending on the circumstances.

Date: _____

Name: _____

Contact Numbers: _____

Course Enrolled in: _____

Contact Address: _____

| | |
|------------------------------|--|
| Bank account details: | |
| Bank | |
| Account Name | |
| BSB | |
| Account Number | |

Please detail in full, your reason for requesting a refund.



Students Signature: _____

You will be advised within four weeks, thank you

OFFICE USE ONLY

Received by: _____ Refund Number Issued: _____

Date: _____ Authorised by: _____

Outcome: _____

Date if Refund issued: _____ Amount: _____

Refund Policy

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>

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO 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.

| Document Name: Refund Request Form | | |
|---|---------------|---|
| 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 |
| 21.1 | Mar 2021 | New delivery address added |
| 21.2 | Apr 2021 | Old delivery address removed |
| 22.1 | May 2022 | New delivery address added |