



International Student Refund Policy

Policy – Student Default

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 PEO, clearly stating the reason for the cancellation.

“Special circumstances” under which a refund will be considered and which are beyond the students 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 Visa has not been granted

If required / or the RTO agrees to refund monies paid, it will do so within 4 weeks of receiving written application for refund. The refund will include all course fees paid (less the registration fee, student kit, fees paid to education agents).

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.

The RTO agrees to refund all monies paid, where the course of study has been cancelled prior to commencement in accordance with the scheduled commencement date. In such cases, payment will be made within 2 weeks (14 days). All monies paid shall be refunded in full.

The RTO 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 the RTO (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.



Note: This agreement, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws. The RTO's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Enrolment/Application fee	Non-refundable
Material Fee	Refundable if withdraw before course commencement date. Non-refundable if withdraw after course commencement date.
Refund Process Fee (per application)	\$200
Withdrawal for Visa refusal and received by ABM and prior to course commencement date	Full refund of tuition fee
Withdrawal for Visa refusal and received by ABM and after course commencement date	No refunds
Withdrawal of course more than 28 days prior to course commencement date	80% tuition fee refundable
Withdrawal of course less than 28 days prior to course commencement date	50% tuition fee refundable
Withdrawal of course after course commencement	No refund
Visa cancellation/refusal due to student's action	No refund
Enrolment terminated due to student's actions and breach of ABM's policies and procedures	No refund
Doesn't commence (i.e. doesn't arrive: has not arranged with ABM for a later start)	No refund
OSHC	Refer to the OSHC provider



International Student Refund Policy

Policy – Provider Default

In the unlikely event that the RTO 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 the RTO 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.

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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	Reviewed and updated with new refund policy and 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