1. Policy Statement

ALL STUDENTS

1. Applications for a refund must be made to in writing to ABS.
2. No refund will be made if a student is expelled for misconduct.
3. Notices of cancellation are not effective until written notification is received by ABS.
4. If a student cancels his/her course at least 28 days before the next study period as written per the student agreement, no further tuition fees will be charged.
5. If a student cancels his/her course less than 28 days before commencement date, a cancellation fee of 25% will apply to the total tuition cost, where the course has been paid in full upfront. If the course is paid by instalments; the first tuition fee paid upfront will not be refunded.
6. Tuition fees are not transferable to another person or institution, but may be transferred to another course within ABS.
7. All eligible and accepted refunds are made payable to and sent to the student.

INTERNATIONAL STUDENTS

1. No refund will be made if a student’s visa is cancelled by the Australian government.
2. The enrolment processing fee is non-refundable.
3. Payment plan fee is non-refundable.
4. Tuition fees and OSHC are refunded in full where:
   a. ABS is advised in writing of the cancellation 28 days or more before a course starts.
   b. A visa application is rejected by the Australian Embassy.
5. The full amount of the upcoming tuition fee will be charged if a student cancels his/her course less than 28 days before the next study period as written per the student agreement.
6. Pro-rata refunds of tuition fees will only be made after the commencement date of the course in special circumstances (i.e. on compelling or compassionate grounds) at the discretion of the Principal.
7. Refund in full will be given only if:
   a. the course does not start on agreed day, or
   b. the course ceased to be provided at any time after its starts but before its completed, or
   c. the course is not provided in full because a sanction has been imposed on the provider.
8. Visa rejection refunds require:
   a. a copy of the visa rejection notification from the Australian Embassy;
   b. the official ABS Receipt.
9. All refunds are made in Australian Dollars and will be paid within two weeks of receiving a legitimate and accepted written claim.
10. Bank charges are deducted for refunds made by bank draft or electronic transfer.
11. ABS will provide a statement to students that explain how the refund amount has been worked out.
12. Course change within ABS will incur a fee of $100.
13. When acceptable documentary evidence is produced, refunds will be at the discretion of ABS.

LOCAL STUDENTS
1. A full refund is given where:
   a. the course does not start on the agreed starting day; or
   b. the course ceases to be provided at any time after its starts but before it is completed; or
   c. the course is not provided in full to the student because a sanction has been imposed on the provider.
(The refund will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, they may be offered enrolment in an alternative course at no extra cost. If ABS is unable to provide a refund or place you in an alternative course the Tuition Assurance Scheme will be responsible for placing you in a suitable alternative course at no extra cost).

2. A full refund will be provided additionally where:
   a. Illness or disability prevents a student from taking up the course;
   b. Where there is death of a close family member of the student (parent, sibling, spouse or child); or
   c. When other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the CEO of ABS, or his or her nominee, as preventing the student from taking up the course.

3. Partial refunds of the amounts below will be provided where a student, after accepting an offer of a place, gives more than 4 weeks written notice before the commencement of the of a term of his or her inability to undertake the course, the tuition fees paid for the term are refundable less an administrative fee of 25% of the tuition fee for the term as applicable.

4. Pro-rata refunds of tuition fees will only be made after the commencement date of the course in special circumstances (i.e. on compelling or compassionate grounds or other extenuating circumstances, including political, civil or natural events) are accepted at the discretion of the Chief Executive Officer, or nominee, as preventing a Student from undertaking the course.

5. Course change within ABS will incur a fee of $200.00.

2. Purpose

This document sets out the policy of the Australian Business School on ensuring the learning support needs of each student (LLN and Foundation skills) is identified, addressed and monitored. It also includes the role of the student’s teacher, the role of the school administration and the procedures to be followed.

3. Scope

The policy pertains to all students enrolled within the courses offered by ABS and pertains to the delivery of distance education, face-to-face delivery and online learning at ABS.
4. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ABS</td>
<td>Australian Business School</td>
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<tr>
<td>Enrollment</td>
<td>Students who enter a contract of training with ABS</td>
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<tr>
<td>eBECAS</td>
<td>ABS’s Student Management System</td>
</tr>
<tr>
<td>DoS</td>
<td>Director of Studies</td>
</tr>
<tr>
<td>COE</td>
<td>Confirmation of Enrolment (duration of the students enrolment)</td>
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<tr>
<td>Course</td>
<td>The qualification that the student is enrolled in</td>
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<tr>
<td>VET</td>
<td>Vocational Education &amp; Training</td>
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</tbody>
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5. Procedures

1. Students are to fill in the refund form for courses offered at the Australian Business School.

2. They are to return to the form to the Australian Business School, the form is delivered to the Director of Studies where the acceptance of the refund request will be determined on conjunction with other ABS personnel.

3. The student is given a statement of attainment (results) for the units completed, based in their enrolment status.

4. The student is given the refund less the administration fee, and additional fees prescribed in the student handbook, delivered to all students enrolled in courses offered by Australian Business School.

5. The student has access to the appeals and complaints policy and procedure depending on the student being satisfied with the result; or may appeal the decision.

6. The student file is closed (updates in PRISMS – International) or close of file (LOCAL).

7. The student’s status changes on eBECAS.

8. A notation is made on eBECAS regarding the cancellation notice.

6. Responsibilities

6.1 Marketing / Enrollers

- Are responsible for obtaining enrolment details from students in full as outlined in the enrolment form and ensuring that where practicable, the LLN Assessment Document is completed by the student to ensure student’s capability.

- Ensure student is fully aware of the commitment required to successfully complete the course of study.
• Review in consultation with the DoS to determine request for refund / cancellation outcome.

6.2 DoS
• Review cancellations and root cause to reduce incidence of preventable situations.

6.3 Teacher
• Apply reasonable adjustment principles to any action taken, provide reasonable one-on-one assistance to the student and monitor student’s progress, keeping DoS VET advised where necessary.

7. Documentation

7.1 Application Form
7.2 Student Agreement
7.3 Offer Letter
8. Flowchart

Student desires a refund / cancellation or transfer

Student enrolled

Marketing Manager reviews the circumstances of student, academic, finance and attendance history and confers with DoS to determine approval of request.

Approved?

Yes

Refund / Transfer / Cancellation is actioned. Student formally advised.

No

Student formally advised and provided information on appeals process.

DoS confers with Marketing Manager

Review cancellation request and root cause to reduce incidence of preventable situations occurring in the future

Record in Appeal Register, Continuous Improvement Register and discuss at Management Meeting