



# Refund Policy

## SCOPE

1. This policy covers the refunds process for all fees payable for training services provided within Perth Technical College Pty Ltd (**PTC**) trading as Australian Technical College Western Australia's (**ATCWA**) scope of registration, in accordance with the National Code.

## PURPOSE:

2. To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.
3. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

## PROCEDURE:

4. Details concerning the scope of ATCWA Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.
5. 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.

## General Rules

- a) The refund process reflects the commitment by ATCWA to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the Overseas Student Contact Officer of ATCWA.
- c) The Overseas Student Contact Officer of ATCWA will process refund requests and if approved by ATCWA Management, arrange payment within 28 days.
- d) Refunds will be paid in Australian Dollars into the nominated bank account.
- e) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by ATCWA until the course start date.
- f) All requests for refund will be processed on an individual basis, taking into account impact on follow on units if applicable.



- g) The term “commencement” in this policy refers to the first day of the first course attended by the student.
- h) Issues with regard to payment are to be handled at the first available opportunity and directed to the ATCWA Management. All Refund Requests and issue refunds are to be logged in the Refund Log.

## TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents
<b>Visa Refusal</b>	Normal Visa refusal	100% refund of tuition and material fees received. Enrolment fee is non-refundable.	Refund Request Form Proof of Visa Refusal
	Visa refusal due to fraudulent documentation, bogus documents or misleading information.	Nil	Refund Request Form Proof of Visa Refusal
	Withdraws at least 10 weeks prior to the course start date	90% tuition fee refund	Refund Request Form DSC Form
<b>Student Default</b>	Withdraws at least 4 weeks prior to the agreed course start date	70% of tuition fee refund	Refund Request Form Letter of Offer DSC Form
	Withdraws less than 4 weeks prior to the agreed course start date	50% of tuition fee refund	Refund Request Letter of Offer DSC Form
	Withdraws on or after the course has commenced	Nil	Nil
	Student enrolment terminated due to breach of college rules or student visa rules	Nil	Nil



<b>Provider Default</b>	The course does not start on the agreed starting date	100% refund of tuition and material fees received.	Nil
	The course ceases to be provided at any time after it starts but before it is completed.	100% refund less fee for tuition already received for the course on pro-rata basis	Nil