

# REFUND OF INTERNATIONAL STUDENTS FEES

**Policy number: 14.09**

**Authorised by: Director, Trison Business College**

**Introduction date: 1/7/98**

**Last revision date: 15/3/10**

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## Policy Statement

International students are entitled to a refund of the following circumstance:

1. Fees are payable 1 year in advance. If a student withdraws from their course prior to commencement, then the College will make a full refund of any course fees paid by them, excluding the \$100.00 Enrolment Fee, within 21 days of the scheduled starting date of the course.
2. If a student withdraws from their course after they have commenced it, then no course fees will be refunded, except in exceptional circumstances as determined by the Director.
3. Claims for a refund of course fees can be made at any time during a course and if approved will be repaid to the student within 21 days of the receipt of an application to withdraw from a course.
4. If, in any situation, Trison Business College is unable to deliver the agreed training course to the student, then a full refund of the fees paid by the student to the College are to be refunded, including the \$100.00 Enrolment Fee, within 21 days of the scheduled starting date of the Course.

This Refund Policy does not remove the student's rights to take further action under Australia's Consumer Protection laws.

## Policy Guidelines

1. Fees paid in advance must be in accordance with the guidelines in Policy 12.03 Protection of Student Fees.
2. All requests for a refund must be in writing.
3. Students must return course materials if they want a full refund of their periodic payment.
4. Every effort is to be made to refund the students within 48 hours of the request for refund.
5. The Director is to approve all applications for refund.