



1.0 Overview

- 1.1 This policy and procedure is in line with the ESOS Act specifications under section 46 (B), 46D (7) and 47E (4).
- 1.2 The purpose of this policy is to set out the circumstances under which students are entitled to a refund and the associated procedures for handling refunds.
- 1.3 The Chief Executive Officer (CEO) is responsible for the implementation of this policy

2.0 General Guidelines

- 2.1 . Refund application requests must be made in writing on the student refund request form provided at Brighton Institute of Technology (BIT), or alternatively, the refund request form may be downloaded from the website (www.bit.edu.au)
- 2.2 The completed form must be submitted to the administration department.
- 2.3 The Administration Manager will process and approve the refund amount (if applicable) based on the circumstances listed below.
- 2.4 Refund will be made only to the person stated in the refund request form and the student will be informed about the same via an email. All refunds will be made in Australian Dollars.
- 2.5 If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email/letter.
- 2.6 Any refund given will be recorded in the Student Information System so that each student's financial status is known.
- 2.7 The student has right to lodge an appeal with the college if they are not satisfied with the decision /outcome of the refund request.

3.0 Application

- 3.1 This policy applies to all students at Brighton Institute of Technology (BIT).
- 3.2 For the purpose of this policy BIT makes no distinction between students that are on or off shore.

4.0 Refunds for students requesting release to another provider

- 4.1 BIT will only release a student to another provider if all fees etc. owing have been paid
- 4.2 On the presentation of a letter of offer from another provider BIT, if a release is granted will refund any unused fees for the remainder of the students current course less an administration fee of \$500.00

5.0 Procedure

The various situations applicable for refund are highlighted below.

5.1 Provider default

Should the provider not be able to offer or complete the course (for any reason) that the student has enrolled in, all unused tuition fees will be refunded: i.e. the course does not begin on the agreed commencement date then a full refund of all fees will be made. If the student has completed half the course then, half the tuition fees will be refunded, if 25% of the course has been completed then 75% of tuition fees will be refunded and so on.

The refund will be paid within 10 working days of the course ceasing to be provided.

Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a course by the College at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college.

5.2 Student default/visa refusal

1. Student withdraws after the commencement of the course. There will be no refund of any monies paid.
2. Student withdraws before the commencement of the course. If the student withdraws prior to the commencement date BIT will refund the total course fees received from the student paid prior to the course commencement date:
 - 10 weeks or more prior to the course commencement. A 70% refund of Monies paid for tuition fees will be issued to the student.
 - In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement. A refund of 50% of monies paid for the tuition fees will be issued to the student.
 - In the event the student requests a refund in writing 5 full weeks or less prior to course commencement. There will be no refund of monies paid.
3. If a student fails to attend a course after the start of the Course. No refund will be issued which includes all monies paid to College.
4. In the event that the student seeks and is granted approval by College to transfer to another provider prior to completion of six months study of the principal course. No refund will be issued of any course money paid in advance
5. If a Student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan. No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the college for services already rendered.

***A written request for refund and proof of visa refusal from the Australian Government must be sent to the College no later than four weeks after visa refusal.**



5.3 Student requiring a release from another provider

Should a student already enrolled with another provider wish to transfer to BIT, and it is necessary for the other provider to provide a release, and that release is not forthcoming BIT will refund all monies paid less \$300.

To be clear if a student who has enrolled at BIT requires release from another provider and fails to gain it. All monies less \$300 will be refunded.

5.4 Non-tuition fees.

In the case of a student withdrawing from a course after books/uniforms etc. have been purchased by BIT on their behalf, no refund will be allowed. Should BIT receive notice that the student will not be attending before the purchase of books, uniform etc. the full amount paid in non-tuition fees will be refunded.

6.0 Conditions

6.1 At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence. If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

6.2 Fees not listed in this refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

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6.4. If a student withdraws after any number of deferments. The date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the college refund policy and other related policies

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Related Documents

Refund Request Form

Appeals Form

Complaints and Appeal Policy