

COURSE CANCELLATION AND FEE REFUNDS

The ABI provides for course cancellations, withdrawals and fee refunds both in the case of:

1. Provider default i.e. when the ABI does not provide the training as paid for by the client
2. Client default: when the client i.e. the student cancels their registration or exits early from their course as initiated by the student and upon application by the student

The ABI ensures to clearly and transparently explain the fee and charges structure, payment terms and condition and the cancellation and refund policy and procedure in the terms and conditions on the Enrolment Form and the web site i.e. as part of pre-enrolment information and in the Student Handbook and in written policy and procedure as part of post-admission information

Whilst the ABI does not have a cooling off period, the amount of enrolment fee refund is charged at a rate commensurate with the proximity of the cancellation by the student to the start date of training.

Where there might be any change to the fees and charges schedule or to this policy and procedure the ABI will notify students in writing as soon as practicable

Note that the ABI maintains full responsibility for the fees and charges paid by a student even through third party arrangements.

Student Initiated Cancellation and Refund

- Students requesting a refund are to complete the Fee Refund Application Form (which is available from the website or upon request from Administration office) and submit along with supporting evidence attached to the Administration Officer – notably if the student is citing Compassionate or Unforeseen circumstances as the reason for early exit and a refund request.
- Students wishing to exit a course early are required to complete all exiting documentation as would normally be expected of a student who has completed the full course of their training. All required forms etc. are available through ABI Administration office
- The Accounts officer is the person responsible for approval of fee refund applications.
- All refunds are returned to the source of payment with accompanying letter explaining the ABI request response, amount to be refunded (if any), how the refund was calculated, where the refund will be paid and student options for appeal i.e. consumer protection
- In the event of a student initiated cancellation the course Registration Enrolment Fee is non-refundable under any circumstances.
- If the student initiated Course cancellation application is received seven days or more prior to commencement of the course a full refund will be made without penalty.
- Notification of at least 5 weeks before commencement date, 90% of fees paid will be refunded less \$250 for Enrolment Fee

- Notification of at least 3 weeks before commencement date, 70% of fees paid will be refunded less \$250 for Enrolment fee
- No refund if notification of course withdrawal is given 2 weeks or less before course commencement date
- No refund if student notification of course withdrawal arrives after course commencement date
- All non-tuition fees are not refundable

NOTE: in the event of a student initiated course cancellation and refund request (even if on compassionate or unforeseen grounds) no refund will be made for optional services used or charges/penalties imposed during training

ABI Initiated Cancellation and Refund

In the event of provider default all fees and charges paid are refundable

- If the ABI defaults and a course does not commence on the designated day or is cancelled and if alternative arrangements cannot be made or are made so that the commencement date is more than seven days from the original commencement date, a full refund of all course fees and charges will be made
- Fee refunds will be made 7 calendar days after demand when the ABI defaults

NOTE

- ABIs Cancellation and Refund Policy and Procedure does not circumscribe the student's right to pursue other legal remedies
- The Refund Outcome does not remove the right of either party to take further action under Australia's consumer protection laws i.e. in the case of the ABI for unpaid and overdue fees. In the case of the student to pursue an increased refund amount
- The refund policy is subject to review from time to time with advisement in writing to the students