



Australian Skills Centre Pty Ltd t/as Austech Business Institute
ACN: 132 817 997 | ABN 95 132 817 997
RTO Provider Code: 91744 | CRICOS Provider Code: 03249F
Suite 1, Level 1 70 – 76 Princes Highway, Arncliffe, NSW 2205, Australia
Tel: (02) 9599 7000 | E-mail: info@ausbizi.edu.au
www.ausbizi.nsw.edu.au

CANCELLATION AND REFUND POLICY

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If the student is unable to obtain a Student Visa through no fault of their own, tuition fees paid will be refunded in full less \$300 for Enrolment Fee.

Any notification of withdrawal must be in writing.

In the event that a student withdraws from a course the refund policy will apply as follows:

- i. Notification of at least 5 weeks before commencement date, 90% of fees paid will be refunded less \$300 for Enrolment Fee.
- ii. Notification of at least 3 weeks before commencement date, 70% of fees paid will be refunded less \$300 for Enrolment Fee.
- iii. No refund if notification of course withdrawal is given 2 weeks or less before course commencement date.
- iv. No refund if student notification of course withdrawal arrives after course commencement date.
- v. Non-tuition fees (as provided in pre-enrolment information) are NOT refundable.

If ABI withdraws an offer, fails to provide the program offered or terminates an education service:

- i. Before the commencement date, all tuition fees paid will be refunded in full less \$300 for Enrolment Fee.
- ii. After the commencement date, a refund, pro rata of the unearned portion of the course's fees paid.

However, if the student agrees to accept an alternative (replacement) course or part of a course is to be provided to the student at the ABI's expenses, then the ABI is relieved of its liability to make the payment. The student must advise the ABI in writing whether they agree to the alternative arrangement.

Note:

1. If ABI withdraws a student from an education service because the student has seriously breached the International Student Visa conditions or the rules of ABI, no refund of fees paid will be provided.
2. Where two (2) or more courses are packaged, the conditions apply to all elements. Note that for packaged courses, the course commencement date is taken to be the start date of the first course.
3. Bank charges are deducted from refunds made by bank draft or electronic transfer.
4. Fees for services paid to Education Agents by students are not covered by this refund policy.



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This refund policy applies to all tuition fees paid to ABI and includes any tuition fees paid to an Education Agent to be remitted to the ABI. All refunds are paid within 28 days from the date of the receipt of the written claim by the student. The refund will be made payable to the student or to an individual authorized by the student.

The agreement does not remove the right to take further action under Australia's Consumer Protection Laws. The Complaints policy does not circumscribe the student's right to pursue other legal remedies including use of Overseas Students Ombudsman website <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.