

REFUND APPLICATION FORM

Please read the Refund Policy on the second page of this form before applying for a refund.

Student name: _____

Address in Australia (if known): _____

Suburb: _____ State: _____ Postcode: _____

Contact number: _____

Email address: _____

Reason for refund application:

ATTACHMENTS:

Please attach any relevant supporting documentation to assist with determining your application for refund. This application will only be assessed once all documents have been submitted. The Australian Academy of Commerce requires the right to ask for any additional documentation if necessary. This application will be processed within 10 working days.

BANK DETAILS

Account name: _____

Account Number: _____

BSB number: _____

SWIFT code: _____

Bank name: _____

Bank address (if offshore): _____

Applicant signature: _____ Date: _____

OFFICE USE ONLY

Approved Date of approval: _____ Approved by: _____

Not approved Date of refusal: _____

If not approved (please provide reason):



REFUND POLICY

The Australian Academy of Commerce (AAC) will issue refunds in accordance with the conditions outlined below:

- **Visa Refusal Before Course Commencement:** Refunds will be processed in compliance with the ESOS Act, which stipulates that the refund amount will be the course fees paid minus the lesser of 5% of the total course fees or \$500 (less the application fee). The official visa refusal letter from the Department of Home Affairs (DHA) must be provided as evidence.
- **Withdrawal More Than 28 Days Before Course Start:** 80% of the tuition fee will be refunded (less the application fee).
- **Withdrawal Less Than 28 Days Before Course Start:** 50% of the tuition fee will be refunded (less the application fee).
- **Visa Extension Refused:** If a student applies for a visa extension and it is not granted by DHA, the unused tuition fees will be refunded in full.
- **Withdrawal Before the Next Term (Current Students):** If a current student withdraws in writing 28 days or more before the start of the following term, the unused tuition fees will be refunded.
- **Conditional Enrolment – English Language Proficiency:** If a student is provisionally enrolled on the condition of achieving evidence of acceptable English language proficiency but fails to meet the required level, all tuition fees and charges corresponding to the course will be refunded, less an administrative charge of AU\$300.

AAC will not issue refunds for:

- » Application fee, agent's commission (if applicable), OSHC (if already applied) and material / administrative fees;
- » If you withdraw from your course after the course has commenced;
- » If you withdraw from your course not in accordance with your visa obligations and behaved not in good faith;
- » Change in student's work hours;
- » Inconvenience of travel to class;
- » Moving interstate or overseas;
- » Job change or retrenchment;
- » Students who leave before completing the course &/or qualification;
- » If a student becomes a permanent resident of Australia during the program. No guarantees of university or other pathway places will apply to such students;
- » If DHA has rejected your student visa application based on their finding that you have supplied fraudulent documents along with your student visa application.

Eligible refunds will be refunded within 28 days of receipt of written notification. AAC will provide the student a statement that explains how the amount has been worked out. Refunds will only be given to the person who paid the tuition fees. Refunds will be made in Australian Dollars to the account specified in the refund application. If a refund request is not received within six (6) months of the event which qualifies the student for a refund, the student will forfeit their right to a refund.

In the unlikely event that Australian Academy of Commerce (AAC) is unable to deliver an enrolled course in full, students will be offered a refund of any unspent tuition fees received by AAC in respect of the student in question. Unspent tuition fees are defined as the tuition fees paid to AAC by a student for a study period, or periods, that has not commenced. Where a study period has commenced, per the published academic timetable, there will be no unspent tuition fees to refund unless more than one study period was paid for in advance and the additional study period(s) are yet to commence. The unspent tuition fees will be the balance of any not yet commenced study periods, less the tuition fee of the commenced study period.

Alternatively, students may be offered enrolment in an alternative course offered by Australian Academy of Commerce (AAC) at no additional cost. Students have the right to choose whether they would prefer a refund of unspent tuition fees, or to accept a place in another course. If students choose placement in another course, AAC will ask them to sign a document to indicate that they accept the placement.

If AAC is unable to provide a refund or place students in an alternative course the Tuition Protection Scheme (TPS) will attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information is to be obtained as required from the official TPS website <https://tps.gov.au> or phone number on 02 6271 3440.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer law applies. For more information please refer to AAC's Fees Management and Refund Policy and Procedure.