
Refund Policy

Refunds due to non-delivery of course by RTO

Please note that Government Legislation requires tuition fees to be refunded if:

- The course does not start at the agreed starting date which is notified in the Letter of Offer
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001
- Refunds under the above conditions will be paid in full to the student within 14 days of the course cancellation.

George Brown College (GBC) may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course fees. Where the student agrees to this arrangement, GBC will not be liable to refund the money owed for the original enrolment.

In the unlikely event that the college is unable to deliver a course you have paid for and cannot offer you 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.

Refunds based upon student application

All applications for refund must be made by completing a 'Refund Application' form and submitting it with any supporting documents to the Student Services Officer. Refunds are processed and returned within 28 days after the complete Refund Application has been received with all relevant and requested documents.

- The Application fee, Accommodation placement fees and Airport Pick-up Fees are non-refundable whether you commence your course or not.
- Full tuition fee refunds are made for:
 - i. Offshore visa refusal before course commencement or
 - ii. 4 weeks or more notice of cancellation

No refund is given on course commencement in the event of an onshore student visa extension refusal

- 50% of tuition fees are refunded if the student cancels less than 4 weeks before course commencement.
- Course commencement means the start of classes, as mentioned above. It is not the day the student arrives to begin classes.
- All refunds will be paid to the person mentioned on the refund application form.
- Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. The student will be provided with a written statement detailing how any refund amount has been calculated.

- No refund is given if student's enrolment is terminated by the College for breaches of College regulations and visa conditions.
- Student Default: Please note that no refund will be made if a student:
 - Has given false or misleading information
 - Fails to comply with the conditions of enrolment at the college
 - Is in breach of their visa requirements as imposed by the Australian Government
 - Withdraws after the commencement date of the course

Student initiated Deferral

A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an '*Application to Defer, Suspend or Cancel Enrolment*' form and submit it to the Student Services Officer.

Please Note: Where a deferment is granted to an overseas student, a new Confirmation of Enrolment will be issued. In this event there will be an administration fee of \$150 payable to George Brown College.

If an overseas student withdraws from the course after deferment then the commencement of the first COE issued will be considered while implementing the refund policy.

The letter confirming the outcome of the application should be sent by the college within 10 working days from the date of the application received.

Please note:

- **In the event of an overseas refund, the overseas transfer amount will be deducted while making the transfer**
- Refunds will be made only related courses enrolled at GBC. For all other third party refunds such as Overseas Student Health Cover (OSHC), Accommodation & Airport pick up will be made according to their refund policy.

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