Refund Form

Processing time is 10 working days from the date of receipt

Please Note:
- Fees refunds be provided in accordance with QIBA Student Refund Policy & Procedure
- You should read the policy carefully to establish you eligibility for Fees refund
- If your Application is approved, a cheque (or bank draft for international students) for the refund, will be issued to the name of the person, or business nominated in the Refund Payment details section of this form
- Before your application for a Fees refund will be considered, you must complete all the sections below and attach required documents relevant to your to your application.

Personal Details

<table>
<thead>
<tr>
<th>Family Name:</th>
<th>Gender: Male ☐ Female ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name:</td>
<td>Date of Birth:</td>
</tr>
<tr>
<td>Address:</td>
<td>Post Code:</td>
</tr>
<tr>
<td>Student ID No:</td>
<td>Group:</td>
</tr>
<tr>
<td>Mobile:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
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<tr>
<td>Course:</td>
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Note:
If you change your address during the period, please contact us to ensure your address details are updated for future correspondence.

Reason for Refund

☐ Withdrawal from the Course
☐ Refusal to grant a Student Visa
☐ Cancellation of Enrolment
☐ Student Overpaid
☐ QIBA cancels program or unable to provide the program (Provider Default)
☐ Others (Please Specify) ____________________________

<table>
<thead>
<tr>
<th>Refund Student</th>
<th>Refund Agent</th>
<th>Agent Name:</th>
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</table>

Payment details for bank cheque/bank draft

Mr/Mrs/Mc: Telephone:
Address: Mobile:
Country: Postcode: Fax:
Email:

1. Refunds in full

1.1 Tuition fees will be refunded in full where:
- the course does not start on the starting date notified in the Letter of Offer
- the course is discontinued after it starts and before it is completed; stops being provided after it starts and before it is completed;
- the course is not provided fully/not being delivered to the student because QIBA has a sanction imposed by a government regulator; or
- an offer of a place is withdrawn by QIBA and no incorrect or incomplete information has been provided by the student.

1.2 Instead of refunding all tuition fees, QIBA may offer the student a place on an alternative course and the student can decide whether to accept this offer or not.

1.3 QIBA may also arrange for another course, or part of a course, to be provided to the student at no additional cost to the student as an alternative to refunding the course money. Where the student agrees to this arrangement, QIBA will not be liable to refund the money owed for the original enrolment.

1.4 If the student accepts the place on another course within QIBA, a new letter of offer and written agreement will be developed and provided to the student for acceptance.

Fee Refund Application Form
Queensland International Business Academy (QIBA)
Border Education Pty Ltd, ABN:35 071 667 108
CRICOS Provider Code: 01515J RTO Code: 5304
1.5 If QIBA is unable to provide a refund or offer the student a place in another course, the Tuition Protection Service of which QIBA is a member will place the student in an alternative course at no extra cost to the student. If this is not possible, the final course of action is for the Tuition Protection Service to attempt to place the student in an alternative course and if this is not possible, the student is entitled to a refund as calculated by the Authority.

The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

• complete their studies in another course or with another education provider or
• receive a refund of their unspent tuition fees.

In the unlikely event QIBA is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia’s global reputation.

Some of the key features are:

• A new national TPS which will replace a range of existing tuition assurance arrangements.
• A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
• Specified providers to keep initial prepaid fees in a separate account until a student commences study.
• Student refunds will be based on unexpended tuition fees (Application and material fees are non-refundable).

1.6 A full refund will also be provided to students in the following circumstances:

• a student is unable to obtain a student visa
• a student cannot commence the course because of illness or a disability;
• where there is death of a close family member of the student (parent, sibling, spouse or child); or
• at the discretion of the CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.

2. Partial Refunds

2.1 Partial refunds will be provided in the following circumstances:

• If a student who has accepted an offer of a place gives more than 28 days written notice before the commencement of the study period that they will not be undertaking the course, the tuition fees paid for the study period are refundable less a 20% administration fee.

• Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before Course commencement, the tuition fees paid for the term period will be refunded less a 20% administration fee.

• Where a student withdraws from a course 0 – 28 days before the course commencement, except for the reasons set out in 1.6, 50% of the tuition fees paid thus far will be refunded.

3 Student is not eligible for a refund

3.1 Where QIBA terminates the student’s enrolment, because of a failure to comply with QIBA policies, misbehaviour or unsatisfactory course progress or attendance,

3.2 If a student’s visa is cancelled during a study period

3.3 If the student withdraws from a course after the course start date

3.4 If QIBA makes an offer and the student provides incorrect or incomplete information, the offer will be withdrawn and no refund will be payable.

4 Refunds for students who have a packaged offer for multiple courses

4.1 Where students have a packaged offer for multiple courses within QIBA or a partner college and does not receive their results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course, and if the student submits a Cancellation Form to QIBA
of the intention to defer or withdraw from a course of study within 14 days of receiving their results, then one of the following will occur:

- All fees except the enrolment deposit are refundable less an administrative fee of 20% of the tuition fee for the term period
- the student can transfer the fees to the next available study period.

5 Payment of refunds

5.1 Eligibility for a refund will be assessed based on this Policy.

5.2 If a student’s refund application is approved, the student’s enrolment will be cancelled and fees refunded as per this policy. (this includes any tuition/course fees collected by education agents on behalf of the QIBA)

5.3 Students, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to QIBA in writing using the Refund Application Form. Students who have not completed these forms are not eligible for consideration of a refund or reduction in fees.

5.4 Refunds will be paid within 14 days in full to students when(provider default section - 27.1 of ESOS Act 2000):

- a course doesn’t start on the agreed starting date or
- a course is stopped after the course has commenced and before it is completed or
- a course is not fully provided to the student because of a sanction put on QIBA.

5.5 In all other circumstances agreed refunds will be paid within 28 days of receiving the completed Refund Application Form with supporting documentation as required (student default section - 27.2 of ESOS Act 2000).

5.6 The outcome of the refund assessment will be provided by written notice to the student’s registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

5.7 Refunds will be paid in Australian dollars to the person who made the original payment.

5.8 Where a student does not agree with the refund decision, he or she may access QIBA Complaints and Appeals process.

5.9 This process does not circumscribe the student’s rights to pursue other legal remedies.

Requests for Refund of Tuition Fees

A student who wishes to apply for a Refund in accordance with this Refund Policy should do so by filling in a Refund Application form and submitting it to QIBA.

NOTE: The availability of complaints and appeals processes does not remove the rights of the student to take action under the Australia’s Consumer Protection Laws.

Please note, in all of the above cases, course commencement date is the date indicated on the student’s most current and approved e-CoE. There will be no refund of any bank or courier charges.

**Student Declaration**

I hereby affirm the information provided within this form to be true and accurate. I have read and understood the refund policy and that all payments from this time on will be paid according to this information. If any changes need to be made, I will inform QIBA of these changes in writing.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Student Signature</th>
<th>Date:</th>
</tr>
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</table>
**Fee Refund Application Form**

Queensland International Business Academy (QIBA)

Border Education Pty Ltd, ABN:35 071 667 108
CRICOS Provider Code: 01515J  RTO Code: 5304

<table>
<thead>
<tr>
<th>Total amount AUD$</th>
<th>Deductions AUD$</th>
<th>Amount to be refunded AUD$</th>
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**OFFICE USE ONLY**

Application Approved:  
☐ Yes  ☐ No  

Comments: [Attach Separate sheet, if needed]  
(if applicable)

__________________________________________________________________________________________________________________________________________________________

Actioned by:  
[Head of Accounts/Finance]

Signature:  
Date:  

☐ Posted by Registered Mail (Overseas demand draft)  
Date Posted:  

☐ Cheque Payable to student  
Date Collected:  

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Queensland International Business Academy (QIBA)

Email: vet.enrol@qiba.edu.au (Brisbane)
Email: infosydney@qiba.edu.au (Sydney)