

	QIBA PYP Refund Policy		
	Policy Scope:	This Policy applies to all students undertaking the PYP with QIBA and the administration and finance staff employed by QIBA.	
	Accountability:	PYP Manager and Financial Controller	
	Last Date of Review:	10.03.2021	Reviewed:
QIBA Pty Ltd ABN: 35 071 667 108 RTO: 5304 CRICOS Provider No: 01515J			

1. **Cancellations or requests for refunds must be made in writing directly to the QIBA Professional Year Program Manager by completing the cancellation to enrolment form and send via email at py.student@qiba.edu.au**
2. The **Application Fee of \$250 is non-refundable** under any circumstances, unless students are not deemed eligible to participate in the program.
3. A full refund of tuition fees will be applicable under the following circumstances:
 - a. QIBA is unable to deliver the Professional Year Program
 - b. QIBA refuses the application for enrolment
4. **QIBA agrees to refund 70% of tuition fees paid if written notice of cancellation is received 28 days or more prior to the course commencing.**
5. **QIBA agrees to refund 50% of tuition fees paid if written notice to withdraw is received within two weeks prior to the course commencing.**
6. **QIBA will make NO REFUND of tuition fees after the course begins.**
7. Students using the instalment option for payment of tuition fees that choose to withdraw from the course after it has begun are liable for full tuition fees. Finalisation of the account must be by the date stipulated on the agreed instalment plan. Failure to do so will result in legal action and outstanding fees will be referred to an external collection agency as outlined in the PYP Terms and Conditions.
8. **QIBA will NOT approve any non-extenuating leave**, holidays or non-emergency medical absences from the program. Therefore, students who take leave during a course will not graduate on the initial scheduled date as the time of absence will not be considered as active participation in the program, and students will still be liable for all outstanding fees.
9. No refund will be given to a student who is disqualified due to unsatisfactory attendance, performance, behaviour or who is in breach of QIBA Student Code of Conduct or Australian law.
10. In special circumstances and with the permission of the Professional Year Program Manager, students may elect to defer into a subsequent course with prepaid tuition fees being held in credit by QIBA for a period not exceeding six months.

11. All refunds will be paid in the same currency where practical, within the relevant time period specified in the ESOS Act 2000 (for overseas students) i.e. within two weeks in the case of provider default and four weeks in the case of student default.
12. This refund policy does not remove the student’s right to take further action under Australian consumer protection laws and the registered provider’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.
13. Related documents
 - a. QIBA PYP Cancellation to Enrolment Form
 - b. QIBA PYP Terms and Conditions
 - c. QIBA Student Code of Conduct
 - d. ESOS ACT 2000

Version Control and Change History

Version Control	Date Effective	Approved By	Amendments Made
6.1	10.03.2021	Sally Mooney	Clarification to number 5 ‘prior to course commencement’. Document mapped to Terms and Conditions.