

Refund Policy – International Students

Full tuition fee refunds are payable if:

The College is unable to provide the academic program offered (tuition and all other compulsory fees will be refunded in this circumstance).

- The offer of enrolment is withdrawn for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.
- An Australian visa application is refused. Students must supply evidence of their visa refusal to Bradford College.
- Approval of an Australian student visa is delayed for reasons beyond the student's control resulting in the student being unable to commence the program in which they have accepted an offer of a place. Students must provide evidence that their visa has been delayed for reasons beyond their control.

Partial tuition fee refunds are payable in the following manner:

- 90% - when the offer of enrolment is withdrawn because of incorrect or incomplete information supplied by the student at the time of enrolment.
- 80% - when the student decides not to enrol at least four weeks prior to the commencement of the course.
- 50% - when the student decides not to enrol less than four weeks prior to the commencement of the course.

No tuition fee refund is payable if:

- The College receives cancellation after the commencement date of the student's course.
- After commencing the program*, the student withdraws before completing the program. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- The terms and conditions of the contract between the student and Bradford College are breached.
- The student's enrolment is cancelled by Bradford College.

***Tuition Refunds after the program has commenced** are given solely at the discretion of Bradford College and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

***Tuition fee transfers after the program has commenced** are solely at the discretion of Bradford College and are only made if the student is in the view of the College more suitably placed in another institutional program for academic reasons which may include:

- Another institution is more suitable, for example, TAFE.
- Another program is more suitable for the student.
- Student is clearly not able to cope with Bradford program academically.

The following fees are non-refundable **prior to the commencement** of the program:

- Enrolment fee;
- Accommodation placement fee – if the accommodation has already been arranged;
- Airport pick-up fee – if the service has been used.

The following fees are non-refundable **after the commencement** of the program:

- Enrolment fee;
- Library fee;
- Accommodation placement fee – if the accommodation has already been arranged;
- Airport pick-up fee – if the service has been used;
- Overseas Student Health Cover (OSHC) fee;
- Fees charged for administrative services (for example, late fees, and re-prints of transcripts).

Where a refund is payable, the refund is made in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees. If the College is unable to provide the academic program offered then a full refund is payable within two weeks of the default day.

Protection of student fees are in place by way of an Australian Government recognised Tuition Assurance Scheme through the Australian Council for Private Education and Training (ACPET). In the unlikely event that Bradford College defaults, for unforeseen reasons, and is unable to provide a course of study or continue a course of study, ACPET will arrange for students to enrol in a similar course of study and receive full recognition for any successfully completed units of study already undertaken. Students won't be charged for any unit of study they have already paid for at Bradford College.

Appeals

If a student wishes to appeal the decision made regarding their refund application then they should follow the College's Non-Academic Grievance Procedure which is available on the College's website at www.bradford.adelaide.edu.au or the Kaplan Business School website at www.kbs.edu.au or a copy can be obtained from the administration staff.

This refund policy, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.

For queries regarding a refund, please see the Director of Studies.