

Student Refund Policy

Edward Business College (RTO Code: 45818)

1. Policy Overview

Edward Business College is committed to fair and transparent refund arrangements for all students. This refund policy outlines the circumstances in which students may be eligible for a full or partial refund of tuition fees.

All students are provided with fee and refund information prior to enrolment in accordance with the **Standards for Registered Training Organisations (RTOs) 2015**, which require RTOs to inform students about fees, payment terms, and refund conditions before training begins.

2. Application / Enrolment Fee

The enrolment or application fee is **non-refundable**, except in circumstances where Edward Business College cancels the course.

3. Refunds Before Course Commencement

Full Refund

Students will receive a **100% refund of tuition fees paid** if:

- Edward Business College cancels the course before it starts
- The course start date is changed and the student cannot attend
- The student withdraws in writing **at least 14 days before the course start date**

Partial Refund

If a student withdraws **less than 14 days before the course commencement**, a refund may be granted minus the application/enrolment fee and administrative costs.

4. Refunds After Course Commencement

If a student withdraws **after the course has commenced**, the following applies:

- No refund will be issued for training already delivered
- Any **unused portion of prepaid tuition fees may be refunded** depending on the circumstances and approval by management
- Refund requests must be submitted in writing

Students must complete the official **Withdrawal Form** to be considered for a refund.

5. Course Cancellation by Edward Business College

If Edward Business College cancels a course due to circumstances such as:

- insufficient enrolments
- trainer availability
- regulatory changes
- unforeseen operational circumstances

Students will be offered one of the following options:

1. A full refund of all tuition fees paid
2. Transfer to another available course
3. Credit towards a future course

Refunds will be processed within **14 business days**.

6. Refund Requests

All refund requests must:

- Be submitted **in writing**
- Include supporting documentation (if applicable)

Each request will be reviewed by the college administration team.

7. Refund Processing Time

Approved refunds will be processed within **14–21 business days** and will be paid using the same method used for the original payment where possible.

8. Exceptional Circumstances

Refunds may be considered in exceptional situations such as:

- serious illness or injury
- compassionate or compelling circumstances
- other circumstances approved by the college management

Supporting evidence may be required.

9. Appeals

If a student is dissatisfied with a refund decision, they may lodge an appeal through the **Complaints and Appeals Procedure** outlined in the Student Handbook.

10. Consumer Protection

If a student believes their refund request has not been handled appropriately, they may contact the relevant consumer protection agency in their state or territory.

11. Policy Review

Edward Business College reserves the right to update this refund policy to ensure compliance with regulatory requirements.