1. Purpose
To ensure consistency and fairness in the event there is a need for a refund. This policy provides guidelines for the conditions relating to refunds and ensures compliance with the Standards for NVR Registered Training Organisations.

2. Policy Statement
Students are entitled to a refund of their tuition fees under certain circumstances. Below are the conditions relating to refunds.

2.1 New Students
- New students who withdraw or vary their enrolment in a course on or before the relevant Census Date or Refund Date, whichever is sooner, will receive a refund of any tuition fees paid in advance for that course. Students must apply for withdrawal or variation of their enrolment in writing using the prescribed form, which is available from the BCA National Training Group (BCA National) website (www.bcanational.com/vet-fee-help) or by contacting our office by phone: 1300 69 35 65. Refunds will be made within 21 days of the application being approved.
- Students who withdraw from their studies after the relevant Census Date or Refund Date will not be eligible for a refund of any tuition fees already paid and/or will incur a VET FEE-HELP* debt for their enrolment in that period, unless special circumstances apply.
- Students who apply for VET FEE-HELP* and withdraw from their study at BCA National on or before the relevant Census Date will not incur a VET FEE-HELP* debt.

*To be eligible for VET FEE-HELP assistance, you must be either an Australian Citizen or Permanent Humanitarian VISA holder. For further information please visit studyassist.gov.au

2.2 Re-enrolling Students
- Re-enrolling students who withdraw or vary their enrolment in a course on or before the relevant Census Date or Refund Date, whichever is sooner, will receive a refund of any tuition fees paid in advance for that course. Students must apply for withdrawal or variation of their enrolment in writing using the prescribed form, which is available from the BCA National Training Group (BCA National) website (www.bcanational.com/vet-fee-help) or by contacting our office by phone: 1300 69 35 65. Refunds will be made within 21 days of the application being approved.
- A late fee of $50 for VET courses is applicable for withdrawals or variations made after the commencement date and on or before the Census Date.
- Re-enrolling students who have applied for VET FEE-HELP* and withdraw from their study at BCA National on or before the relevant Census Date will not incur a VET FEE-HELP* debt for the units subject of such withdrawal.
- Re-enrolling students who withdraw from their studies after the relevant Census Date or Refund Date will not be eligible for refund of any tuition fees already paid and/or will incur a VET FEE-HELP* debt for their enrolment in that period, unless special circumstances apply.

*To be eligible for VET FEE-HELP assistance, you must be either an Australian Citizen or Permanent Humanitarian VISA holder. For further information please visit studyassist.gov.au

1 Refund date is the date 21 days after commencement of program.
2 Special circumstances are those beyond a student’s control, not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
2.3 Review of decision

1. Where BCA National makes a decision NOT to re-credit a student’s VET FEE-HELP balance, the decision may be subject to review.

2. If a student is not satisfied with the decision made by BCA National, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
   a) be made within 28 days of receipt of the original decision
   b) include the date of the original decision
   c) state fully the reasons for applying for the review
   d) include any additional relevant evidence

3. Applications should be made in writing to the Chief Operations Officer as the designated Review Officer of any decisions relating to a request for re-crediting of a VET FEE-HELP balance.

4. The Review Officer will:
   a) acknowledge receipt of the application for review of a decision in writing within 10 working days; and
   b) inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

5. The Review Officer will then:
   a) review the information from the original decision and then assess any new evidence provided by the student
   b) provide written notice to the student of the decision, setting out the reasons for the decision
   c) inform the student of their right to apply to the Administrative Appeals Tribunal

2.3.1 Reconsideration by the Administrative Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the student will be notified of their review rights and responsibilities. The relevant officer will inform the student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

2.3.2 AAT Details and approximate costs

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<tr>
<th>Sydney</th>
<th>Brisbane &amp; Darwin</th>
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</thead>
<tbody>
<tr>
<td>Lv7 City Centre Tower</td>
<td>Lv4 Harry Gibbs Building</td>
</tr>
<tr>
<td>55 Market St</td>
<td>Commonwealth Law Courts</td>
</tr>
<tr>
<td>Sydney NSW 2000</td>
<td>119 North Quay</td>
</tr>
<tr>
<td>GPO Box 9955</td>
<td>Brisbane QLD 4000</td>
</tr>
<tr>
<td>Sydney NSW 2001</td>
<td></td>
</tr>
<tr>
<td>02 9391 2400 (metropolitan area)</td>
<td>GPO Box 9955</td>
</tr>
<tr>
<td>1300 366 700 (country areas)</td>
<td>Brisbane QLD 4001</td>
</tr>
<tr>
<td>Fax: 02 9283 4881</td>
<td>07 3361 3000 (metropolitan area)</td>
</tr>
<tr>
<td>1300 366 700 (country areas)</td>
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Full details of the application process and fees payable are available on the AAT Registry’s website: [www.aat.gov.au](http://www.aat.gov.au). An application fee may have to be paid. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.
The Secretary of the Department of Education (DET), or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon the DET’s receipt of a notification from the AAT, DET will notify BCA National that an appeal has been lodged. Upon receipt of this notification from DET, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within 10 business days.

3. Publication
This refund policy will be made available to students and persons seeking to enrol with BCA National by publication on the Institute’s website (www.bcanational.com).

4. Contact details
Should you wish to apply for a refund you should contact your Training Coordinator in the first instance.

**Sydney Office**  Level 2, Tablet House 60 Bowman Street (PO Box 568) Pyrmont NSW 2009 T + 61 2 9555 4188 1300 69 35 65 F + 61 2 9555 7374

**Darwin Office**  3/ 7 Gsell St, Casuarina, 0810, Darwin, NT PO Box 40997, Casuarina, 0810, Darwin, NT PH +61 8 8927 0142 F + 61 2 9555 7374

5. Legislation
Legislation which applies to this policy

1. Standards for NVR Registered Training Organisations

6. Responsibility

- Chief Operations Officer
- Training Coordinator

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<tr>
<th>Policy author</th>
<th>Gary Vo, Lynette Simons</th>
<th>Date:05/03/2014</th>
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<tr>
<td>Approved by</td>
<td>Bruce Callaghan, CEO</td>
<td>Date:05/03/2014</td>
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<td>Approver signature</td>
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<tr>
<td>Entered in policy register by</td>
<td>Allison Sly</td>
<td>Date: 05/03/2014</td>
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