



TUITION FEES REFUND POLICY (Domestic Students)

Responsibility for Implementation:	PEO
Authority:	Approved by PEO
Date of Approval:	2016 (V1), 2019 (V2)
Date of review:	June 2021

This Policy details the refunds payable to Domestic Students who withdraw from the course after having paid their fees to SBI. The request for refund must be made in writing to the Principal Executive Officer by using the SBI Refund Application Form.

1. In line with SBI's Learner's Fee Protection Policy, SBI will not collect more than \$1,500 prior to course commencement.
2. The Application Fee, \$200, is non-refundable.
3. There is no refund if the student defaults (all internal and external appeals processes must be exhausted and the TPS director and DHA must be informed within 5 days). A student defaults by:
 - a) Not starting on the agreed day and location (and has not previously withdrawn);
 - b) Failing to pay an amount payable to SBI; or
 - c) Breaching a condition of his/her visa.
 - d) Misbehaving (Note: the student is entitled to natural justice under subsection 47A (3)).
4. In the event of a student withdrawing from a course, an application for a refund must be made in writing to SBI.
 - e) If the notice is received by SBI at least 28 days before the course starts, a refund of 75% of tuition fees will be made (after deduct the application fee of \$200).
 - f) If the notice is received by SBI prior to, but less than 28 days before the course starts, a refund of 50% of tuition fees will be made (after deduct the application fee of \$200).
 - g) If the notice is received by SBI on or after the course starts, no refund will be made. If an exceptional circumstance exists, a refund will be given on a case by case basis (after deduct the application fee of \$200).
5. In the event of SBI defaulting*, SBI will advise the student in writing of their default and how they intend to fulfil their obligations under the ESOS Act. Within 14 days of the day of default, the:
 - a) total unexpended tuition fee may be refunded to students OR
 - b) SBI may offer an alternative (replacement) course or part of a course in accordance with subsection 46D(4). The student must advise in writing within fourteen days whether he or she accepts this arrangement.

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** If a provider ceases to offer a course or courses before the student has finished the course, this is „provider default“ under the Education Services for Overseas Students Act 2000. The default date is the date SBI stopped providing the course. Provider defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student, and the student having not withdrawn before the default day.*

1. In circumstances where a default has occurred and SBI cannot satisfy their obligations, the TPS Director will be advised. The TPS Director will then invite relevant providers to participate in a placement round.

This Policy does not remove a student’s right to take further action under the Australian Consumer Protection laws.