All Students must read this document carefully before signing the student agreement

REFUND POLICY

1. The enrolment fee is not refundable in any circumstance.
2. All requests for cancellations, transfers and refunds must be made in writing and require the presentation of relevant supporting documentation.
3. Upon approval the application will be refunded in accordance with the ESOS regulations.
4. No refunds will be given to students who are expelled for unacceptable behaviour or non-compliance with visa conditions.
5. If, after the full payment of fees a student withdraws an application the following will apply:
   4.1 If written notice is received by BC for more than 28 days before the commencing of the course a cancellation fee of 15% will be deducted from the fees received.
   4.2 If written notice is received by BC up to 28 days, but more than 14 days prior to the course commencing a cancellation fee of 20% will be deducted from fees received.
   4.3 If a student withdraws within 14 days of the commencement of the course, no refund will be made.
   4.4 No refund will be made for that portion of the tuition fee that is payable as counselling fees to the students appointed agent.
6. If the visa is refused by the Australian Authority an administration fee will be deducted and a refund of the tuition fee will be given.
   5.1 The administration fee will be no more than the lesser of $250 and 5% of the total amount of course money that BC received in respect of the student for the course before the default date.
7. If the course has not commenced and BC cannot deliver the course, BC will refund your full tuition fee (including your enrolment fee).
8. If the course has commenced and BC can no longer deliver the course, BC will give a full refund of the tuition fees for all course money paid.
9. The registered provider’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.
10. This agreement does not remove the right to take action under Australia’s consumer protection laws.
11. BC may provide student information, including enrolment details, visa-related information, academic performance and attendance records, to Australian Commonwealth and State agencies and to the managers of the ESOS Assurance Fund.
12. In the case of a student returning home any refund will only be made after the student ID card is returned and immigration notified.

GUARANTEE OF TRAINING/ASSESSMENT

Once a student has successfully enrolled and paid for an entire course, BC is under obligation to deliver the training and assessment for that entire course. In the event that BC is unable to deliver the training and assessment for that course, a refund will be given in accordance with BC’s Refund Policy.

ATTENDANCE OBLIGATIONS

Students studying courses in Australia on a student visa are required by law to attend 80% of all classes. It is mandatory to attend 20 hours of lessons per week. BC is under obligation to report to the Department of Immigration and Citizenship if this requirement is not met.