

## REFUND APPLICATION FORM

This form must be used to apply for a refund of student tuition fees. This form may be lodged in person at the School Reception or posted to: Chambers School of Business (“the School”) Level 1, 37-39 George Street, PARRAMATTA, NSW 2150 Australia.

*Please Note:*

*Fees refunds will be provided in accordance with the School’s Student Refund Policy and Procedure (please see overleaf)*

*The refund application processing time is 4 weeks from the receipt of completed Refund Application Form with required evidence.*

- Students and/or their agents should read the Refund Policy and Procedure carefully to establish their eligibility for refund*
- If a refund application is approved, approved refund will be electronically transferred to the person who had made the payment, or to the agent nominated in the Refund Payment details section of this form*
- In order for a refund application to be considered, all sections of this application form must be completed, and relevant documents must be provided with application.*

**Chambers School of Business**

Level 04, 79 George Street, Parramatta NSW 2150

Ph: +61 2 8820 0205 Email: [studentsupport@csb.edu.au](mailto:studentsupport@csb.edu.au) ABN: 45 626 918 189 RTO ID: 45629 | CRICOS Code: 03867B

September 2022  
Refund Form

Personal Details					
Title: Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/>					
Given Name:		Family Name:			
Date of Birth					
Address Line 1:					
Address Line 2:					
Suburb:		State:		Postcode:	
Email:				Mobile:	
Student ID:		Course Name:			

*Note: If students change their address during the period of refund application processing, they must notify the School immediately.*

#### Reason for Refund

- Withdrawal from the Course
- Visa Refusal
- Cancellation of Enrolment
- Student Overpaid
- The School cancels program or unable to provide the program (Provider Default)
- Others (please specify)

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**Refund will *ONLY* be given to the person / agency from whom fees were initially received.**

Name:
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Bank Name			
BSB			
Account No.			
Address			Country
Post Code		State	
Email		Phone	

### Details of the Person/ Agency receiving refund

## Refund Policy and Procedure

### 1. Purpose

This policy outlines the School's policy on refund of course tuition fees, where a student does not complete his/her course, partially or fully.

### 2. Scope

This policy applies to all students at the School both commencing and continuing students, unless stated otherwise.

### 3. Policy Statement

The School is committed to ensuring fair and reasonable refund practices and will implement and maintain a process for fair and reasonable refund of fees paid. Students will be provided refunds for tuition fees paid, where training and assessment activities have not been delivered.

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#### 4. Background

The School, under the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code 2018* must have in place a Refund Policy which needs to be provided to the prospective international students in Australia before formalization of their enrolment.

#### 5. Policy Principles

- 5.1 If an applicant accepts a place offered in a course by the School and has paid the applicable fees, a binding contract is created between the student and the School.
- 5.2 Notification of withdrawal from a course of study must be made in writing to the School addressing the Student Support Manager. The cancellation fee will be calculated as shown in the Schedule 'A'.
- 5.3 All fees paid including any course fees collected by education agents on behalf of the School except the non-refundable enrolment fee paid to the agent and administration fee payable to the School in case of refund, are subject to this Refund Policy.
- 5.4 Where a visa renewal is rejected due to a breach in student visa conditions, student must withdraw from the School. Course cancellation fee will be calculated as shown in Schedule 'A'.
- 5.5 The School reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol in a similar course at the School and the enrolment is cancelled, all fees paid will be refunded.
- 5.6 In the unlikely event that the School is unable to deliver a course in full (provider default), the students will be offered a refund of all the tuition fees they have paid to date. The refund will be paid to the students within two (2) weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by the School at no extra cost to them. The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, the School will ask them to sign a document to indicate that they accept the placement.
- 5.7 All refunds (apart from provider defaults) under this Policy will be paid within four (4) weeks after receiving completed Refund Application Form with supporting documentation from the student.
- 5.8 If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the Principal.
- 5.9 Refunds will be made in Australian dollars and the School reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.
- 5.10 Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees on behalf of the student.
- 5.11 All communication regarding the refund will be done with the student or agent only and not any relative or associate of the student.

## 6. Procedures for Claiming Refunds

- 6.1 Students seeking refund will need to complete the 'Refund Application Form'. The Refund Application Form can be downloaded from the School's website or collected from either campus.
- 6.2 Completed Refund Application Form must be submitted, with any supportive evidence, to the School's reception. Alternatively, the Refund Application Form can be emailed to the School at [admin@csb.edu.au](mailto:admin@csb.edu.au).
- 6.3 Once the completed Refund Application Form is received by the School, it will be forwarded to Student Support Manager for assessment and processing.
- 6.4 If eligible, refunds will be processed within four (4) weeks of the receipt of the Refund Application Form.
- 6.5 In the event of an unsuccessful outcome or if the student is not eligible for a refund, students may appeal against the School's decision accessing the School's Complaints and Appeals Policy.

### STUDENT DECLARATION

I hereby confirm that the information provided in this form true and accurate. I have read and understood the School's Refund Policy and Procedure. I understand that refund payment, if approved, will be made in accordance with the information provided in this form. If any changes need to be made, I will inform the School in writing.

Student Name	
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Student Signature	Date
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OFFICE USE ONLY	
Application Approved:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Comments:	
Actioned by: _____	
Head of Finance	
Electronic Funds Transfer Date:	
Total amount AUD\$:	Deductions AUD\$:
Amount refunded AUD\$:	

Condition	CSB Policy
<b>Chambers School of Business is unable to start a course on an agreed start date</b>	<ul style="list-style-type: none"> <li>● Student is refunded:               <ul style="list-style-type: none"> <li>- Full pre-paid tuition fees</li> <li>- Full pre-paid materials fees</li> </ul> </li> <li>● \$250.00 Enrolment fee is non-refundable</li> </ul>

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<b>Course is cancelled by Chambers School of Business during a study period.</b>	<ul style="list-style-type: none"> <li>● The student will be refunded for all pre-paid tuition fees the student has not utilised.</li> <li>● \$250.00 Enrolment fee is non-refundable</li> </ul>
<b>Student Visa is refused prior to course commencement</b>	<ul style="list-style-type: none"> <li>● Provided the student notifies the School no less than 7 days prior to the scheduled course start date, the student will be refunded: <ul style="list-style-type: none"> <li>- Full pre-paid tuition fees</li> <li>- Full pre-paid materials fees</li> </ul> </li> <li>● \$250.00 Enrolment fee is non-refundable</li> </ul>
<b>Student fails to commence a course, and subsequently provides a notice of withdrawal.</b>	<ul style="list-style-type: none"> <li>● \$250.00 Enrolment fee is non-refundable</li> <li>● All pre-paid tuition fees are non-refundable</li> <li>● All pre-paid materials fees are non-refundable</li> <li>● All tuition and materials fees will be payable to the School</li> <li>● \$250.00 Enrolment fee for subsequent courses are non-refundable</li> <li>● Pre-paid tuition fees for subsequent courses are refundable</li> <li>● All pre-paid materials fees for subsequent courses are fully refundable</li> </ul>
<b>Student defers due to compelling circumstances beyond the student's control.</b>	<ul style="list-style-type: none"> <li>● \$250.00 Enrolment fee is non-refundable</li> <li>● All pre-paid tuition fees are non-refundable</li> <li>● All pre-paid materials fees are non-refundable</li> <li>● Fees may be carried forward at the Principal's discretion.</li> </ul>
<b>Student withdraws from a course more than 10 weeks prior to course scheduled start date.</b>	<ul style="list-style-type: none"> <li>● Student is refunded: <ul style="list-style-type: none"> <li>- All pre-paid tuition fees</li> <li>- Full pre-paid materials fees</li> </ul> </li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Student withdraws from a course between 4 and 10 weeks prior to course scheduled start date.</b>	<ul style="list-style-type: none"> <li>● Student is refunded: <ul style="list-style-type: none"> <li>- Full pre-paid materials fees</li> </ul> </li> <li>● 30% of total tuition fees are non-refundable and are payable to Chambers School of Business.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Student withdraws from a course less than 4 weeks prior to course scheduled start date.</b>	<ul style="list-style-type: none"> <li>● Student is refunded: <ul style="list-style-type: none"> <li>- Full pre-paid materials fees</li> </ul> </li> <li>● 50% of total tuition fees are non-refundable and are payable to Chambers School of Business.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Student withdraws from a course on or after course commencement date.</b>	<ul style="list-style-type: none"> <li>● Total tuition fees are non-refundable and are payable to Chambers School of Business.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>The student's enrolment is cancelled by the School for misconduct, Unsatisfactory Academic Progress or Unsatisfactory Attendance.</b>	<ul style="list-style-type: none"> <li>● All unpaid tuition fee is non-refundable and is payable to Chambers School of Business</li> <li>● There will be no refund of any pre-paid fees for the current and subsequent courses.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Student is granted Temporary</b>	<ul style="list-style-type: none"> <li>● All unpaid tuition fee is non-refundable and is payable to Chambers School of Business</li> </ul>

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<b>Resident/Permanent Resident Visa during a study period and student wishes to withdraw from the course.</b>	<ul style="list-style-type: none"> <li>● There will be no refund of any pre-paid fees for the current and subsequent courses.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Student Visa is cancelled during a study period</b>	<ul style="list-style-type: none"> <li>● All unpaid tuition fee is non-refundable and is payable to Chambers School of Business</li> <li>● There will be no refund of any pre-paid fees for the current and subsequent courses.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Student Visa is cancelled before commencement of a course.</b>	<ul style="list-style-type: none"> <li>● Student is refunded: <ul style="list-style-type: none"> <li>- Full pre-paid tuition fees</li> <li>- Full pre-paid materials fees</li> </ul> </li> <li>● \$250.00 Enrolment fee is non-refundable</li> </ul>
<b>The School cancels its offer based on fraudulent documents and/ or misleading information provided by the student</b>	<ul style="list-style-type: none"> <li>● All unpaid tuition fee is non-refundable and is payable to Chambers School of Business for the current and subsequent courses.</li> <li>● There will be no refund of any pre-paid fees for the current and subsequent courses.</li> <li>● \$250.00 Enrolment fee is non-refundable.</li> </ul>
<b>Note: \$250.00 Enrolment Fee is non-refundable under any circumstance listed above.</b>	

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