



# **International Student Fees, Refund and Withdrawal Policy and Procedures**

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## 1. PURPOSE

This policy establishes the principles and procedures for the disclosure of fees, administration of refunds, and management of withdrawals for international students at Barton Business School (BBS). It is designed to ensure a fair, consistent, and transparent process for assessing refund requests and supports both student rights and institutional responsibilities. It ensures compliance with:

- the [Education Services for Overseas Students Act 2000](#) (“ESOS Act”)
- the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (“National Code”)
- the [Higher Education Standards Framework \(Threshold Standards\) 2021](#) (“Threshold Standards”)
- and any relevant legislative instruments, including the [Education Services for Overseas Students \(Calculation of Refund\) Instrument 2024](#).

The policy supports:

- transparency in the setting and disclosure of tuition and non-tuition fees;
- consistency and fairness in the assessment of refunds and withdrawals;
- alignment with applicable legislation, including the ESOS framework and TPS requirements; and
- operational clarity for both staff and students regarding rights, obligations, and procedures.

## 2. SCOPE

This policy applies to all international students enrolled in a higher education course offered by BBS, regardless of mode of delivery or location, and to all relevant BBS staff.

This policy does not apply to domestic students, non-award courses, or short courses, unless expressly stated otherwise.

## 3. DEFINITIONS

Refer to BBS's Glossary of Terms.

## 4. POLICY STATEMENT AND PRINCIPLES

BBS is committed to the fair, consistent, and transparent management of international student fees, refunds, and withdrawals. All processes and decisions under this policy must comply with the ESOS Act, the National Code, and the Threshold Standards.

The following principles apply:

- a. All tuition and non-tuition fees must be clearly stated in the Student Agreement, which serves as the primary contractual document between BBS and the student. The agreement must include a complete and itemised list of fees, in accordance with Standard 3.4 of the National Code. BBS must also ensure that its website and marketing materials provide accurate and consistent fee information. In the event of any discrepancy, the Student Agreement takes precedence.
- b. Refunds are not automatic and must be formally requested using the prescribed Refund Application Form. Requests must include all required supporting documentation and will only be assessed once a completed form has been received.
- c. Withdrawal from units or courses must be formally requested in writing and processed through BBS's official withdrawal procedures. The effective date of withdrawal for refund purposes will be the date on which BBS confirms the withdrawal in writing.
- d. Where discretion is permitted under this policy, including in cases involving compassionate or compelling circumstances, decisions must be based on verifiable evidence and consistent with internal procedures. BBS may request independent verification before making a determination. All such decisions must be clearly documented and remain subject to the student complaints and appeals process.
- e. The eligibility criteria and refund amounts for different withdrawal and visa-related scenarios are set out in Schedule A. These apply in all cases unless varied under approved compassionate or compelling circumstances as defined in this policy.
- f. The fee and refund arrangements for international students are distinct from those that apply to domestic students. This policy does not apply to domestic students or students enrolled in non-award or short courses.
- g. Students who are dissatisfied with a decision under this policy have the right to access the BBS Student Complaints and Appeals Policy and Procedures, including both internal and external review. Refund processing will be paused while the complaint or appeal is ongoing and will resume once the appeal process has concluded.
- h. BBS will meet all applicable reporting requirements relating to enrolment variations, including withdrawals and refunds, in accordance with obligations to TEQSA, PRISMS, and the Department of Home Affairs.
- i. Fee, refund, and withdrawal processes must be applied consistently and fairly. Decisions must be free from bias, clearly documented, and supported by appropriate records retained in accordance with provider obligations.

- j. Financial decisions must be handled independently of academic decisions unless the refund or withdrawal is a direct consequence of an academic outcome, such as exclusion or discontinuation on academic grounds.
- k. Refund applications will not be assessed until a valid withdrawal has been lodged and confirmed by BBS in accordance with Section 7. This ensures that refund entitlements are linked to the official withdrawal date.
- l. Refunds that meet the eligibility and documentation requirements under this policy will be paid within four weeks (28 calendar days) of the student default day, in accordance with the ESOS Act.

## 5. FEE DISCLOSURE AND NON-TUITION FEES

### 5.1. FEE DISCLOSURE

- a. All tuition and non-tuition fees applicable to international students must be itemised and explained in the Student Agreement. This includes:
  - b. the total estimated course fees
    - i. tuition fees per study period
  - c. tuition fees per unit
  - d. a schedule of non-tuition fees
    - ii. any conditions under which additional charges may apply
- e. The BBS website and authorised marketing materials must also display accurate and current fee information. These materials serve a guidance function only. In the event of any discrepancy between published materials and the Student Agreement, the terms of the Student Agreement will apply.

### 5.2. FEE SETTING AND REVIEW

- a. All fees are normally reviewed annually and may be adjusted in accordance with BBS's internal governance and fee-setting procedures. Fee changes must be approved through the appropriate internal decision-making process.
- b. Changes to fees for prospective students will be reflected in updated Student Agreements and published materials. Fee changes do not apply to currently enrolled students unless:
  - i. the student has deferred or suspended their enrolment and returns under a new Student Agreement, or
  - ii. the Student Agreement explicitly permits such adjustments.

### 5.3. NON-TUITION FEES

- a. Non-tuition fees refer to charges not directly related to tuition delivery. These may include, but are not limited to:

- i. application fees
  - ii. materials charges
  - iii. late payment penalties
  - iv. reissue of official documents
  - v. administrative fees for deferrals, re-assessments, or withdrawals
- b. The full list of current non-tuition fees is provided in Schedule B of this policy. All non-tuition fees are categorised as refundable or non-refundable within the schedule. Students should refer to Schedule A and Schedule B to determine their entitlement in any refund scenario.
- c. Non-tuition fees are non-refundable unless:
  - i. explicitly stated otherwise in this policy or its schedules, or
  - ii. required by Australian law.
- d. Where refunds apply, any applicable bank charges, international transaction fees, or currency conversion costs will be deducted from the refund amount.
- e. BBS reserves the right to update non-tuition fees from time to time. Any updates will apply only to future Student Agreements and will not affect students with existing agreements unless permitted under those terms.

## 5.4. NOTIFICATION OF CHANGES

- a. BBS will provide students with reasonable notice of any changes to fees, charges, or operational matters that may affect their choice of, or ability to participate in, a course of study.
- b. This includes, but is not limited to:
  - i. increases in tuition or non-tuition fees for future enrolments
  - ii. changes to payment schedules or refund terms
  - iii. updates to administrative processes relating to deferral, withdrawal, or reassessment
- c. Notifications will be provided in writing via email, and published on the BBS website and/or student portal where applicable. Where changes affect students who have not yet commenced their course, updated terms will be reflected in a revised Student Agreement.

## 6. REFUND ELIGIBILITY AND ENTITLEMENTS

### 6.1. OVERVIEW

- a. Refunds for international students at BBS are determined by the reason for, and timing of, a withdrawal or course cancellation.
- b. Refunds will only be assessed after a valid withdrawal or cancellation has been lodged and confirmed by BBS in accordance with Section 7 of this policy.

- c. Refunds are only assessed after a valid withdrawal or cancellation request has been submitted and confirmed in accordance with Section 7 of this policy.
- d. Refunds are calculated in accordance with the ESOS Act, the National Code, the Education Services for Overseas Students (Calculation of Refund) Instrument 2024, the Student Agreement, and this policy.
- e. Refund entitlements for specific scenarios are set out in Schedule A, including:
  - i. withdrawal before or after the published commencement date
  - ii. visa refusal (before or after commencement)
  - iii. provider default
  - iv. compassionate or compelling circumstances
  - v. other discretionary decisions made in accordance with Section 6.7 of this policy, including where compassionate or compelling circumstances apply.

## 6.2. GENERAL CONDITIONS

- a. Refund applications must be submitted using the Refund Application Form and will only be assessed after BBS has received and confirmed a valid withdrawal or other eligible event. A refund application submitted before the withdrawal process is completed will be deemed invalid.
- b. A valid Refund Application must include all required supporting documentation. Incomplete submissions will not be processed until all required information is received. The application is not considered lodged until all documentation is received.
- c. Refunds will only be paid to the original fee payer unless BBS receives a signed written request supported by identity verification acceptable to BBS.
- d. Refunds are made in Australian dollars. Any bank charges, currency conversion costs, or international transfer fees are the responsibility of the student. BBS is not liable for delays or losses incurred in currency exchange or intermediary bank processes.
- e. Non-tuition fees are non-refundable unless otherwise stated in this policy or its schedules, or as required by law.
- f. Refund applications must be submitted within 20 calendar days of the effective date of withdrawal or visa refusal. This ensures eligibility for time-sensitive refund categories as outlined in Schedule A. Late applications will not be considered unless exceptional circumstances can be demonstrated to the satisfaction of BBS.
- g. Refund eligibility is determined by the date on which BBS receives a complete and valid Withdrawal Application, not the date the student ceased attendance or submitted a refund application.
- h. Refunds will not be granted where the student has ceased attending or engaging without formally notifying BBS and completing the official withdrawal process.
- i. Where a student submits repeated or frequent refund applications, BBS reserves the right to consider the student's broader conduct, enrolment history, and compliance with visa

obligations in assessing the legitimacy of the claim. BBS may decline refunds where the behaviour pattern indicates misuse of policy intent.

- j. Refunds payable under this policy will be disbursed within four weeks (28 calendar days) of the student default day or, where applicable, within four weeks of receiving a valid written claim, in accordance with the ESOS Act and applicable legislative instruments.

### 6.3. WITHDRAWAL BEFORE COMMENCEMENT

- a. Students who formally withdraw before the published commencement date may be eligible for a partial refund of tuition fees, depending on the notice period provided. Refund amounts are governed by the categories and conditions set out in Schedule A.
- b. The withdrawal trigger date is the date on which BBS receives a complete and valid written withdrawal request. If the request is incomplete, the trigger date is when all required information is received and confirmed by BBS.
- c. Refund entitlements are assessed based solely on this confirmed date, not any earlier date nominated by the student.

### 6.4. WITHDRAWAL AFTER COMMENCEMENT

- a. Tuition fees for the current study period will not be refunded where a student withdraws after the published commencement date, except:
  - i. where required under Australian law
  - ii. where Schedule A permits a refund in limited circumstances
  - iii. where BBS, at its discretion, approves a refund on the basis of compassionate or compelling circumstances in accordance with Section 6.7 of this policy
- b. Withdrawals initiated by BBS due to non-engagement, non-payment, or failure to maintain satisfactory course progress or visa conditions do not entitle the student to a refund unless required by law.
- c. Refund applications submitted after course commencement must demonstrate compliance with timeframes, supporting documentation, and any applicable exception category as defined in Schedule A.

### 6.5. VISA REFUSAL

- a. Students who are refused a student visa are entitled to a refund in accordance with the *Education Services for Overseas Students (Calculation of Refund) Instrument 2024*. Refund eligibility depends on whether the refusal occurs:
  - i. before the published commencement date, or
  - ii. after the published commencement date
- b. A certified copy of the Department of Home Affairs refusal notice must be submitted with the refund request.
- c. If the visa refusal is linked to student fraud, misrepresentation, or failure to provide accurate information, BBS may withhold part or all of the refund to the maximum extent



permitted by law. BBS reserves the right to determine whether such conduct has occurred, based on available documentation or investigation.

## 6.6. PROVIDER DEFAULT

If BBS is unable to deliver a course in full, students will be offered a refund or placement in an alternative course, in accordance with the ESOS Act and the Tuition Protection Service (TPS) framework.

## 6.7. COMPASSIONATE OR COMPELLING CIRCUMSTANCES

- a. BBS may, at its discretion, approve a partial or full refund in cases where a student is unable to commence or continue their course due to verified compassionate or compelling circumstances. Refunds in such cases are not automatic and must be requested in accordance with the withdrawal and refund procedures outlined in this policy.
- b. These are generally circumstances beyond the student's control that impact their course progress or wellbeing. Circumstances may include, but are not limited to:
  - i. serious illness or injury, where a medical certificate states that the student is unable to attend classes
  - ii. bereavement of a close family member, such as a parent or grandparent (a death certificate should be provided where possible)
  - iii. major political upheaval or natural disaster in the home country requiring emergency travel, and which has impacted the student's studies
  - iv. a traumatic experience, which could include:
    - a. involvement in, or witnessing of, a serious accident; or
    - b. witnessing or being the victim of a serious crime, and this has impacted the student's ability to engage in study (e.g. supported by police or psychologist reports)
  - v. where BBS is unable to offer a prerequisite unit, or where the student has failed a prerequisite unit and no relevant alternatives are available
- c. Students must submit documentary evidence to support their claim.
- d. BBS may request additional documentation or seek independent verification before making a determination.
- e. All decisions must be:
  - i. submitted as soon as practicable
  - ii. based on verifiable evidence
  - iii. clearly documented
  - iv. aligned with guidance from the Department of Home Affairs and the National Code
  - v. subject to the Student Complaints and Appeals Policy and Procedures

## PROCEDURES

The following procedures outline how international student withdrawals and refund applications are to be managed at BBS. They provide operational guidance for students and staff in applying the principles set out in the preceding policy sections. All actions taken under these procedures must be consistent with the policy, the Student Agreement, and applicable legislation.

All applications must be submitted using the official version-controlled forms provided by BBS. Verbal or informal notifications of withdrawal or refund requests will not be accepted as valid lodgement.

## 7. WITHDRAWAL PROCESS

### 7.1.1. STUDENT-INITIATED WITHDRAWAL

- a. Students who wish to withdraw from a course or unit must submit a signed Withdrawal Application Form, with all required sections completed. The form must include:
  - i. the student's name, student ID, and course details
  - ii. the proposed effective date of withdrawal
  - iii. the reason for withdrawal
  - iv. any supporting documentation, particularly if the withdrawal is due to compassionate or compelling circumstances
- b. The Withdrawal Application Form is available on the BBS website, through the student portal, or by request. If a student is unable to access the form online, they may contact Student Services by phone, email, or in person to request a copy.
- c. The effective date of withdrawal will be the date on which BBS receives a complete application, including all required documentation. If the submission is incomplete, the effective date will be the date on which BBS confirms that the application is complete.
- d. Students are encouraged to submit withdrawal applications promptly, as refund eligibility is based on the date a complete and valid Withdrawal Application is received by BBS. Delays in submission may reduce the amount of refund available, in accordance with Schedule A of this policy.

### 7.1.2. PROVIDER-INITIATED WITHDRAWAL

BBS may initiate a student's withdrawal in accordance with institutional policies and the National Code in situations including, but not limited to, the following:

- a. the student fails to commence their course
- b. the student is no longer eligible to remain enrolled due to non-payment, non-engagement, or breach of visa conditions
- c. the student has not responded to reasonable contact attempts by BBS
- d. Prior to finalising a provider-initiated withdrawal, BBS must attempt to contact the student using the most recent contact details on record. At least two documented contact attempts

must be made using separate methods (e.g. email and phone) over a period of no less than five working days.

- e. Students will be notified in writing of the proposed withdrawal, the reasons for the decision, and their right to access the internal appeals process.
- f. Withdrawal will not be finalised or reported to PRISMS until either the appeal period has passed with no appeal lodged, or the appeal has been completed and the original decision upheld.
- g. This process must align with the requirements of the National Code relating to cancellation of enrolment by the provider and student appeal rights.
- h. The withdrawal must be recorded in the student management system and, where required, reported via PRISMS.

## 7.2. REFUND APPLICATION PROCESS

### 7.2.1. SUBMITTING A REFUND APPLICATION

- a. Students must complete the Refund Application Form and submit it to Student Services, either at the time of, or following, withdrawal.
- b. The form must be submitted within 20 calendar days of the effective date of withdrawal or visa refusal, in accordance with this policy.
- c. Refund applications will only be assessed after BBS has received and confirmed a valid withdrawal or other eligible event.
- d. The application must include all required supporting documentation, including evidence of visa refusal or compassionate or compelling circumstances, where applicable.
- e. Applications may be submitted in person, by email, or via an approved BBS online form where such a platform is available.
- f. Incomplete applications will not be assessed until all required documentation is received. The assessment timeframe will commence only once a complete application has been lodged.
- g. If a refund application remains incomplete for more than 20 working days, and the student does not respond to a written request for further information, BBS may treat the application as lapsed and close the request. This will not prevent the student from submitting a new application within the allowable timeframe under this policy.

### 7.2.2. ASSESSMENT AND DECISION

- a. Refund applications will be assessed against:
  - i. the eligibility criteria in Schedule A
  - ii. the student's individual circumstances
  - iii. any discretion permitted under this policy, including compassionate or compelling circumstances.

- b. Where discretion is exercised (e.g. in compassionate or compelling circumstances), the rationale and supporting evidence must be clearly documented and retained in the student file.
- c. Students will be advised of the outcome in writing within 10 working days of receipt of a complete application.
- d. If approved, the refund will be paid within 4 weeks (28 calendar days) of the student default day or the date the written refund request is deemed complete, whichever applies, in accordance with the ESOS Act.
- e. All refunds will be paid in Australian dollars to the original fee payer, unless an alternative arrangement is approved by BBS. Alternative payees must be authorised by the student in writing and supported by verified identity documentation acceptable to BBS.
- f. If a refund is denied and the student appeals the decision, refund processing will be paused until the appeal process has concluded. If a refund is approved, it will be processed regardless of any concurrent appeals unrelated to the refund decision.
- g. All decisions and related documentation must be retained for audit purposes in accordance with this policy and the BBS *Records Management Policy*.

### 7.3. RESPONSIBILITIES AND DECISION-MAKING

- a. Students are responsible for ensuring that applications for withdrawal and refund are submitted completely, accurately, and in accordance with these procedures.
- b. Student Services is responsible for receiving applications, checking documentation, logging the request in the student management system, and initiating reporting obligations, including PRISMS updates where required.
- c. The Finance Team, or another staff member authorised by the CEO, is responsible for calculating approved refunds in accordance with Schedule A, this policy, and the ESOS framework, and for arranging timely payment.
- d. The CEO or a delegated senior officer has final decision-making authority where discretionary or compassionate refunds are considered, in accordance with BBS's Delegations Schedule.
- e. All refund and withdrawal decisions remain subject to the Student Complaints and Appeals Policy and Procedures.
- f. All decisions must be supported by appropriate documentation and are subject to internal audit and compliance review.

### 7.4. RECORDKEEPING AND NOTIFICATIONS

- a. All withdrawal and refund decisions, including approvals and rejections, must be documented in the BBS student management system.
- b. Supporting documentation must be retained for a minimum of two years after the student ceases enrolment, in accordance with the ESOS Act and BBS's Records Management Policy and relevant provisions of the Threshold Standards.

- c. Records must be securely stored and remain accessible for internal audit, quality assurance processes, and external regulatory review.
- d. Students must receive written confirmation of all withdrawal and refund outcomes within 10 working days of a finalised decision, including information on their right to appeal if applicable.
- e. PRISMS must be updated where a withdrawal or cancellation affects a student's visa status or enrolment record, following completion of the appeals process or expiry of the appeal window.

## 8. SCHEDULE A: REFUND ENTITLEMENT TABLE

No	Refund Scenario	Eligibility for Refund	Amount Refundable	Conditions or Evidence Required
1.	Visa refusal before course commencement (genuine)	Yes	Full refund of tuition fees paid, less a maximum of \$500, which includes the non-refundable \$300 application fee.	A complete refund application must be submitted with the official visa refusal notice issued by the Department of Home Affairs. BBS may request further documentation where the reason for refusal is unclear.
2.	Visa refusal after course commencement (genuine)	Yes	Pro-rata refund of unused tuition fees in accordance with the Education Services for Overseas Students (Calculation of Refund) Instrument 2024, less the non-refundable \$300 application fee.	A complete refund application must be submitted with the official visa refusal notice from the Department of Home Affairs. Refunds will be based on the unused portion of the course. BBS reserves the right to verify student engagement and enrolment records prior to processing.
3.	Visa refusal due to student fraud or misrepresentation	No (unless required by law)	No refund will be issued unless required under Australian law or an applicable legislative instrument.	A complete Refund Application must be submitted with a certified copy of the visa refusal letter. BBS reserves the right to determine whether fraud or misrepresentation occurred and will make a final decision based on available evidence.
4.	Withdrawal more than 10 weeks before course commencement	Yes	Full refund of tuition fees paid, less the non-refundable \$300 application fee.	A complete Withdrawal Application must be received by BBS at least 10 weeks before the course commencement date stated in the Student Agreement. The effective withdrawal date is the date on which BBS confirms the application is complete.

No	Refund Scenario	Eligibility for Refund	Amount Refundable	Conditions or Evidence Required
5.	Withdrawal between 10 and 4 weeks before course commencement	Yes	50% of tuition fees paid (excluding the non-refundable \$300 application fee).	A complete Withdrawal Application must be received by BBS between 10 and 4 weeks before the course commencement date stated in the Student Agreement. The effective withdrawal date is the date on which BBS confirms the application is complete.
6.	Withdrawal between 4 and 2 weeks before course commencement	Yes	25% of tuition fees paid (excluding the non-refundable \$300 application fee).	A complete Withdrawal Application must be received between 4 and 2 weeks before the course commencement date as stated in the Student Agreement. The effective withdrawal date will be the date BBS confirms the application is complete.
7.	Withdrawal less than 2 weeks before course commencement	No	No refund	A complete Withdrawal Application received less than 2 weeks before the course commencement date results in no refund. Students who fail to commence without formal notice are also not entitled to a refund under this category.
8.	Non-commencement without notice (no-show)	No	No refund	Where no formal Withdrawal Application is submitted and the student fails to attend the orientation session or any scheduled classes in the first week of the study period, BBS will deem the student as a non-commencement case. Non-commencement will be based on absence from orientation and class attendance records.

No	Refund Scenario	Eligibility for Refund	Amount Refundable	Conditions or Evidence Required
9.	Withdrawal after course commencement	No (default)	No refund. Refunds may only be considered in cases of compassionate or compelling circumstances as defined in this policy.	A complete Withdrawal Application must be submitted with supporting documentary evidence. Refunds post-commencement will only be assessed under Section 6.7 of this policy. The effective date of withdrawal governs eligibility. BBS reserves the right to verify the authenticity and relevance of supporting evidence.
10.	Provider default (course not delivered or discontinued)	Yes	Full refund of tuition fees paid, or placement in an alternative course at no additional cost, in accordance with the ESOS Act and TPS framework.	No action is required from the student unless requested by BBS. Refunds and placements will be handled in accordance with this policy and the Tuition Protection Service (TPS) obligations under the ESOS Act.
11.	Withdrawal due to compassionate or compelling circumstances	At BBS discretion	A partial or full refund may be approved in accordance with this policy.	A complete Refund Application and Withdrawal Application must be submitted with compelling documentary evidence. BBS may request verification and will assess each case individually. Decisions are based on criteria outlined in this policy and are subject to the <i>Student Complaints and Appeals Policy and Procedures</i> .
12.	Permanent residency granted before course commencement	Yes	Refund will be processed in line with the applicable pre-commencement withdrawal tier, excluding the \$300 application fee.	A complete Withdrawal Application must be submitted before the course commencement date stated in the Student Agreement. Evidence of permanent residency grant must be attached. Refund category is determined by the date BBS receives a complete application.



No	Refund Scenario	Eligibility for Refund	Amount Refundable	Conditions or Evidence Required
13.	Permanent residency granted after course commencement	No	No refund. The student remains classified as an international student for the duration of the current study period.	Evidence of permanent residency grant must be submitted. The student remains classified as an international student for the entire current study period. Fees paid will not be retrospectively adjusted, and this refund policy applies in full. Students may re-enrol as domestic students for future study periods if eligible.
14.	Deferment due to visa grant delay (with supporting evidence)	Yes	Student may request a deferral or a refund in accordance with the applicable withdrawal refund tier.	A complete Deferment Request must be submitted before the published course commencement date, with evidence of a genuine visa application lodged prior to that date. Supporting documentation from the Department of Home Affairs confirming processing delays is required. Deferment is normally limited to the next available intake. Extension beyond one intake may be approved only in exceptional cases, with documentary justification and approval from BBS.
15.	Other deferments (e.g. personal or medical reasons)	Yes	Refund will be processed in accordance with the applicable withdrawal refund tier based on the date the deferment request is received.	A formal Deferment Request with supporting documentation must be submitted before the course commencement date. If the deferment request is submitted after the course has commenced, no refund applies unless assessed under Section 6.7 (compassionate or compelling circumstances).

No	Refund Scenario	Eligibility for Refund	Amount Refundable	Conditions or Evidence Required
16.	Withdrawal from unit(s) without withdrawing from the course	Yes (limited)	Refunds may be approved only if the withdrawal is received before the published commencement date of the study period. If approved, the applicable pre-commencement refund tier applies proportionally to the unit(s).	A complete and valid Unit Withdrawal Application must be received before the published commencement date. Requests after this date will not be eligible for refund unless assessed under compassionate or compelling circumstances. Where approved, any refund will apply only to the tuition portion directly related to the withdrawn unit(s).
17.	Withdrawal due to provider-initiated cancellation (e.g. misconduct, non-payment, visa breach)	No	No refund	Course enrolment cancelled by BBS in accordance with institutional policies or student visa conditions. This includes but is not limited to academic or general misconduct, non-payment of fees, and breach of visa requirements. Refunds are not available unless otherwise required by Australian law.
18.	Other discretionary refunds approved by CEO or delegate	At BBS's discretion	Partial or full refund, as determined by BBS based on fairness, institutional policy, and the individual circumstances.	A formal written Refund Application must be submitted with supporting evidence. All decisions are made by the CEO or delegate and are final. The rationale must be documented, and all records retained in accordance with this policy. No appeal applies beyond internal review unless required by law.

## 9. SCHEDULE B: NON-TUITION FEES

No	Fee Description	Amount	Refundable (Yes/No)	Notes
1.	Application Processing Fee	\$300.00	No	Non-refundable. Covers administrative processing of international applications.
2.	Enrolment Amendment Fee	\$50.00	No	Charged for approved changes to enrolment before the published commencement date.
3.	Enrolment Reinstatement Fee	\$200.00	No	Applies where a student is reinstated following cancellation due to non-payment or non-compliance.
4.	Deferral of Study Fee	\$250.00	No	Applies to deferral requests not supported by compelling or compassionate circumstances.
5.	Suspension Fee	\$250.00	No	Charged for voluntary suspension of studies initiated by the student, unless approved under compassionate grounds.
6.	Study Outcome Reassessment Fee	\$250.00	No	Applies where a student requests a formal review of academic results. Not applicable to academic appeals under the <i>Student Complaints and Appeals Policy and Procedures</i> .
7.	Replacement CoE Fee	\$50.00	No	Charged for reissue of a CoE at the student's request. Not applicable if the reissue is required due to provider error.
8.	RPL Assessment Fee (if applicable)	To be advised prior to application	No	If BBS offers Recognition of Prior Learning, applicable fees will be confirmed in writing before the process begins.

No	Fee Description	Amount	Refundable (Yes/No)	Notes
9.	Transcript Reissuance Fee	\$50.00 per copy	No	Applies to requests for additional official transcripts.
10.	Testamur Reissuance Fee	\$100.00 per copy	No	Applies to replacement of official award certificates.
11.	Graduation Ceremony (Graduate + 2 Guests)	No Fee	Not applicable	No charge for graduates and up to two guests.
12.	Additional Guest Fee – Graduation	\$200.00 per guest	No	Charged per additional guest beyond the two included in standard invitation.
13.	Student ID Card Replacement Fee	\$20.00	No	Applies where the original card is lost, stolen, or damaged.
14.	Photocopying – A4 B&W (per side)	\$0.10	No	Pay-per-use via student printing system.
15.	Photocopying – A4 Colour (per side)	\$0.20	No	Pay-per-use via student printing system.
16.	Photocopying – A3 B&W (per side)	\$0.50	No	Pay-per-use via student printing system.
17.	Photocopying – A3 Colour (per side)	\$1.00	No	Pay-per-use via student printing system.

No	Fee Description	Amount	Refundable (Yes/No)	Notes
18.	Postal Dispatch – Domestic	At cost (minimum \$10)	No	Applies to any student-requested postal dispatch within Australia, including transcripts, testamurs, or other documents. The minimum charge is \$10. If actual postage exceeds this amount, the full cost will be passed on to the student.
19.	Postal Dispatch – International	At cost (minimum \$30)	No	Applies to any student-requested postal dispatch to an overseas address. The minimum charge is \$30. If actual postage exceeds this amount, the full cost will be passed on to the student.
20.	Textbooks (purchased via BBS)	Variable (at cost)	Yes (only if BBS fails to deliver course)	Students may source textbooks independently. If purchased through BBS, charged at publisher cost with no markup.
21.	Late Payment Fee	\$150.00 (flat)	No	Applies if tuition fees are not paid within 7 calendar days of due date. No daily penalties apply.
22.	Credit Card Surcharge	As per bank charges	No	Applies to all credit card payments (domestic or international).
23.	Bank Dishonour Fee	\$20.00	No	Per dishonoured direct debit or failed transaction.
24.	Financial Transaction Charges (Inbound and Outbound)	At cost	No	Includes all bank, intermediary, credit card, international transfer, or currency conversion charges incurred on tuition payments, refunds, or other financial transactions.

## 10. VERSION CONTROL

Document title	International Student Fees, Refund and Withdrawal Policy and Procedures	
Approved By	The Board of Directors (BoD)	
Date of Review	This document is to be reviewed every two years at a minimum from the date of final approval.	
Related Documents	<ul style="list-style-type: none"> <li>• Admission Policy and Procedure</li> <li>• Credit and Recognition of Prior Learning Policy and Procedures</li> <li>• Domestic Student Fees, Refunds, and FEE-HELP Re-crediting Policy and Procedures</li> <li>• Enrolment Policy and Procedures</li> <li>• Glossary of Terms</li> <li>• Marketing and Student Recruitment Policy</li> <li>• Privacy Policy</li> <li>• Student Agreement</li> <li>• Student Code of Conduct</li> <li>• Student Complaints and Appeals Policy and Procedures</li> <li>• Student Deferment, Suspension and Cancellation of Enrolment Policy and Procedures</li> <li>• Student Non-Academic Misconduct Policy and Procedures</li> <li>• Student Orientation Policy and Procedures</li> </ul>	
Related Legislation and References	<ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000</a></li> <li>• <a href="#">Education Services for Overseas Students (Calculation of Refund) Instrument 2024</a></li> </ul>	
Version	Notes	Date Approved
1.0	<ul style="list-style-type: none"> <li>• This new policy replaces the existing Student Fees and Refund Policy and Procedure. Domestic students will now be covered under the Domestic Student Fees, Refunds, and FEE-HELP Re-crediting Policy and Procedures, while international students will follow the International Student Fees, Refund and Withdrawal Policy and Procedures.</li> </ul>	21/04/2025