

REFUND POLICY IN TABLE FORMAT

REFUND TABLE - 10865NAT Certificate IV in Yoga Teaching

Unsuccessful visa application	100% refund of all unused prepaid tuition fees less \$250 admin fee
Cancellation of enrolment prior to 6 weeks before course start date	Refund of all prepaid tuition fees less \$500 admin fee
Cancellation of enrolment within 6 weeks of course start date (regardless of visa status)	No refund of any fees paid
Cancellation after course commencement	No refund of any fees paid
Visa cancelled due to actions of the student (student default)	No refund of any fees paid
Course cancelled by Byron Yoga Centre (provider default)	Full refund of any unused tuition fees

* Please note special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling) following written application to the Administration Department.

A change of mind does not constitute compassionate or compelling circumstances.

TIMELINES/REQUIREMENTS FOR PROVIDER AND STUDENT DEFAULT- Refer Sections 46 & 47 of the ESOS Act 2000

PROVIDER DEFAULT:

BYC must notify DET and the TPS Director within 3 business days if we default and notify students in writing.

Within 14 days either offer an alternate place at BYC's expense (student must accept in writing) or refund the student's unused fees

Notify DET and TPS Director of provider default outcomes within 7 days of the alternative course or provide a refund to the student/s.

If a registered provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director.

The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.

STUDENT DEFAULT:

The BYC written agreement /acceptance of offer must include refund requirements in the case of student default.

BYC must notify DET and TPS Director of student default only if the student's visa is refused or if there is no compliant Written Agreement in place. BYC then has 7 days after the end of the obligation period (35 days after the default occurs) to give notice via PRISMS of the outcome of the discharge of BYC obligations.

BYC does not report on student refunds where a compliant written agreement is in place and it is not a refund due to a visa refusal.

BYC must refund in 4 weeks except for student visa refusal (2 weeks).

IF BYC does not have a compliant written agreement, or if a student's visa is refused, refunds are calculated as per 47E(4) of the ESOS Act 2000 Refer

http://www.comlaw.gov.au/Details/F2014L00907/Html/Text#_Toc382906411 Section 8

Refund amount = weekly tuition fee × weeks in default period

REPORTING ON PRISMS (STUDENT DEFAULT):

Providers must report changes to a student's enrolment as required by section 19 of the ESOS Act within 31 days.

EXCEPT IF:

The student is under 18 years of age and does not commence their course or terminates their studies, they must be reported via PRISMS within 14 days.

*Please note a student will be deemed to have defaulted as per Section 47 of the ESOS Act 2000 where the following occurs:

- A student does not start or fails to arrive on the first day of the course as nominated by Byron Yoga Centre (this includes Orientation)
- The student withdraws from the course whilst in Australia (before the start date)
- Entry into the course refused by Byron Yoga Centre because either the student has failed to pay the required upfront fees; the student has breached a condition of their visa; or other misbehaviour by the student