

Cancellation and Refund Policy

1. This policy applies to all students and all enrolments.
2. A copy of this policy is available to all students before formalisation of their enrolment.
3. The College's offer of a place is contingent upon payment of the Enrolment Fee.
4. Fees must be paid by the due date specified in the Letter of Offer otherwise a late payment fee will be charged.
5. If an applicant accepts a place offered by CCEB and pays the fees, it means a binding contract is created between the student and CCEB.
6. Notification of cancellation/ withdrawal from unit(s) or course(s) of study must be made in writing to CCEB.
7. Any cancellation/ refund fee will be calculated as shown in the table at the end of this section.
8. All fees paid, including any course fees collected by education agents on behalf of CCEB, are subject to this Cancellation and Refund Policy.
9. All fees except the Enrolment Fee and Accommodation Placement Fee will be refunded if you are not granted a visa and your course has not yet commenced.
10. Where a visa application is rejected due to a breach in visa conditions, a student must withdraw from CCEB and the cancellation fee will be calculated as shown in the table at the end of this section.
11. Once a student has started their course (or a series of courses) there is no refund for students who wish to cancel or shorten their course structure. Students may be granted a refund after they have commenced their course on the ground of exceptional circumstances which provide compassionate and compelling reasons for withdrawal of the course. Such applications will be considered on a case by case basis and determined at the discretion of the Principal Administrator.
12. Unused fees cannot be transferred to another student.
13. Material fees are non-transferrable.
14. Should the student cancel their enrolment, CCEB shall effect any necessary refund within 4 weeks (apart from provider default) after receiving a written claim and full supporting documentation from the student. Where this is not possible the student will be informed.
15. The refund will be paid directly to the student who enrolled in the course unless the student gives written direction to pay someone else. The refund will be paid in the same currency in which the fees were paid unless this is impractical. For students under 18 years old, the refund may be paid to the student under 18, but only with the authority or consent of a parent or legal guardian.
16. CCEB reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol a similar course at CCEB and the enrolment is cancelled then all unused fees paid will be refunded.
17. In the unlikely event that CCEB is unable to deliver your course in full (provider defaults), you will be offered a refund of the unused course money you have paid. The refund will be paid to you within 2 weeks of the day which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by CCEB at no extra cost to you. You have the right to choose whether you would prefer a refund of fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If CCEB is unable to provide a refund or place you in an alternative course, the Tuition Protection Scheme (TPS) will seek to place you in a suitable alternative course. In the event the new course is of higher cost, you will have to pay the difference. Finally, if TPS cannot place you in a suitable alternative course, you will be eligible for a refund of any unspent pre-paid tuition fees.
18. Agency fees, if applicable, will not be refunded.
19. Agents will forfeit all rights to Agent Commission payment for courses students fail to commence.
20. Students will not be eligible for any refund of fees and charges may incur in any of the following circumstances which result in the cancellation of their enrolment:
 - submitting fraudulent, forged or deliberately misleading documentation in any circumstances relating a student's status as an international student;
 - failure to enrol by the required date without approved deferment, suspension or cancellation of studies;
 - discontinuation of studies without approved deferment, suspension or cancellation of studies;
 - failure to maintain satisfactory attendance;
 - failure to maintain satisfactory academic progress;
 - failure to maintain scheduled fee payments; and/or
 - serious misbehaviour and breach of the Student Code of Conduct.
21. CCEB reserves the right to expel a student who does not adhere to the Code of Conduct of CCEB. In such cases no refund will be made.
22. Study days lost due to late commencement on courses are not recoverable. There are no refunds for Public Holidays or absences occurring during the course.
23. No refunds for school closure due to dangerous situations (e.g. fire, cyclone, flooding). CCEB may decide to close for the safety of the students and staff.

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24. If a student is not satisfied with the outcome of an application for a refund of fees, the student may appeal within 20 working days by submitting a completed Student Complaints/ Appeal Form with full supporting documentation to the Principal Administrator.
25. If a student is not satisfied with the outcome of an Internal Appeal relating to a request for a refund of fees, the student may submit an External Appeal to the Overseas Student Ombudsman.
26. The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not remove the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
27. Details of specific refunds available under different circumstances and provided in Schedules A, B C and D below.

International Student Refunds Tables

Schedule A: Visa Cancellation / Rejection

Notification Period	Refund
If a student's visa application is rejected. (We will need to sight a verified letter from the Australian Embassy/ Consulate rejecting the application)	100% refund of unused Tuition, Material, Accommodation, Airport Transfer and OSHC fees. No refund on Enrolment Fee and Accommodation Placement Fee
If a student's visa application is rejected on grounds of submitting false documents	No Refund
If the student breaches their visa conditions resulting in their studies being cancelled	No Refund

Schedule B: Course Cancelled by Provider

Notification Period	Refund
If CCEB cancels a course (provider default)	100% of unused Tuition, Material and OSHC fees

Schedule C: Course Cancelled by Student

Notification Period	Fee Payable	Refund
Cancellation more than 4 weeks (20 working days) before the course commencement date	Cancellation Fee will be charged if full Enrolment Fee has not been paid. No refund on Enrolment Fee	100% of Tuition, Material and OSHC fees
Cancellation more than 1 day but less than 4 weeks (20 working days) before the course commencement date	Cancellation Fee will be charged. No refund on Enrolment Fee	50% of Tuition Fees. 100% of Material and OSHC fees
If a student cancels after deferring a course, cancellation fees will relate to the original booking start date	Cancellation Fee will be charged	Will relate to the original booking start date
Cancellation on or after the initial course start date	Cancellation Fee will be charged	No Refund

Schedule D: Cancellation of Accommodation

Notification Period	Fee Payable	Refund
Cancellation more than 4 weeks (20 working days) before student's accommodation commencement date.	Cancellation Fee will be charged if Accommodation Placement Fee has not been paid. No refund on Accommodation Placement Fee.	Full refund of pre-paid rent
Cancellation more than 1 day but less than 4 weeks (20 working days) before student's accommodation commencement date	A charge equal to 2 week's accommodation for Homestay and 4 week's accommodation for Share House. No refund on Accommodation Placement Fee	
Cancellation after student's accommodation commencement date	A charge equal to 2 week's accommodation for Homestay and 4 week's accommodation for Share House. No refund on Accommodation Placement Fee	

Document History

Version name	Version release date	Author	Description of change	Date for next review
Cancellation and Refund Policy v5	June 2020	H. Pearce (Admin Coordinator)		
Cancellation and Refund Policy v6	May 2021		Reformatted only	
Cancellation and Refund Policy v7	Sep 2021		Cancellation fee added, policy items rearranged	
Cancellation and Refund Policy v8	Nov 2021		Item 26 wording updated	Nov 2024