

## REFUND POLICY

### (FOR STUDENTS ENROLLED IN VET FEE-HELP ENABLED COURSES)

#### 1. Withdrawal from a VET unit of study / VET course of study

Students of Kreate Pty Ltd t/as RuralBiz Training who wish to withdraw from a VET unit of study or VET course of study must do so in writing to the Administration Manager at RuralBiz Training PO Box 524, Dubbo NSW 2830.

#### 2. Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET FEE-HELP enabled course offered by RuralBiz Training.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

#### 3. Refunds – students who are not eligible for VET FEE-HELP assistance

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET FEE-HELP enabled course offered by RuralBiz Training.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

#### 4. Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

#### 5. Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

#### 6. Publication

This refund policy will be made available to students and persons seeking to enrol with RuralBiz Training by publication on the website: [www.ruralbiztraining.com.au](http://www.ruralbiztraining.com.au). This refund policy will also form part of enrolment information.