

Refund Policy:

If an applicant accepts a place offered by HIB and pays the fees, it means a binding contract is created between the student and HIB. Notification of cancellation, withdrawal from a course of study must be made in writing to HIB.

Where a student is unable to enrol in a similar course at HIB and the enrolment is cancelled then all fees paid will be refunded with the exception of any administration fee charged.

In the event of default by the provider, the ESOS Act 2000 and the ESOS Regulations 2001 will apply. All refunds under this policy will be paid within four (4) weeks after receiving a written claim from the student. This agreement does not remove the right to take further action under Australia's consumer protection laws.

Enrolment fee is non refundable under any circumstances.

If a student's visa application is reject before the course commencement and the official rejection advice is provided to HIB, student eligible to get refund 100% of the tuition fees with deducted Enrolment Fee. Full refund of Pre-paid course money will be paid directly to the student(not to a third party)	
Refund Circumstances for Student VISA granted OR Student VISA not yet granted from DIAC and withdrawing application (at Student Default)	Eligible for Refund
If a written notice of cancellation of enrolment is received by HIB at least 6 weeks prior to the course commencement date	Refund 80% of the tuition fees with deducted Enrolment Fee.
If a written notice of cancellation of enrolment is received by HIB at least 4 weeks prior to the course commencement date	Refund 70% of the tuition fees with deducted Enrolment Fee.
If a written notice of cancellation of enrolment is received by HIB at least 2 weeks prior to the course commencement date	Refund equal to 50% of the tuition fees with deducted Enrolment Fee.
If a written notice of cancellation of enrolment is received by HIB after course commencement date passed	No refund of the tuition fees and Enrolment Fee
Refund of tuition fees is not transferable to other student account or company or another provider.	
If any student paying less than six months tuition fees(2 terms) or holding fee is not eligible for refund	

Under subsection 27(1) of the ESOS Act at situations of the provider default:

Pay a full refund to each student who had a CoE at approved, visa granted, and studying status within 2 weeks of the default day; or

Arrange for the student to be offered place in an alternative course(s) delivered by a CRICOS registered provider at the HIB expenses. If the student accepts the offer of placement in an alternative course(s) in writing, the HIB is relieved of its liability to provide a refund to the student; or

Arrange for its Tuition Assurance Scheme to promptly offer affected student a place in suitable alternative course(s). If the student accepts the offer of placement in suitable alternative course(s) , in writing, the HIB is relieved of its liability to provide a refund to the student.