



## Richmond School of Business (RSB) Complaints and Appeals Application Form

Personal Details			
Student ID		Date of Application	
Name		Date of Birth	
Phone		Email	
Address			
Course			
Details of Complaint and/or Appeal			
Detailed description of your complaint and/or appeal			
What outcomes are you seeking?			
How can we improve our system to avoid these situations in the future?			
Signature		Date	
Office Use Only			
Is this refund application approved?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Comments			
Actioned by		Position	
Signature		Date	
Electronic funds transfer date		Amount received	
Deduction		Amount refunded	



## Appendix I - Refund Application Condition and Refundable Amount

Refund Application Condition	Non-Refundable/Refundable Amount
Richmond School of Business fails to offer a course or cancels a course during a study period	<ul style="list-style-type: none"> <li>• Full pre-paid unused tuition fees refunded.</li> </ul>
Richmond School of Business is unable to start a course on an agreed start date	<ul style="list-style-type: none"> <li>• Full pre-paid tuition fees refunded for the course undelivered.</li> <li>• Full pre-paid materials fees refunded for the course undelivered.</li> </ul>
Student Visa is refused prior to course commencement	<p>Provided the student notifies the school no less than 7 days prior to the scheduled course start date, the student will be refunded:</p> <ul style="list-style-type: none"> <li>• Full pre-paid tuition fees for the current and subsequent courses.</li> <li>• Full pre-paid materials fees for the current and subsequent courses.</li> </ul>
Student fails to commence a course, and subsequently provides a notice of withdrawal.	<ul style="list-style-type: none"> <li>• No refund for the pre-paid tuition fees and material fees related to the commenced course.</li> <li>• Pre-paid tuition fees for subsequent courses are refundable</li> <li>• All pre-paid materials fees for subsequent courses are fully refundable</li> </ul>
Student defers course due to compelling circumstances beyond the student's control.	<ul style="list-style-type: none"> <li>• No refund</li> <li>• Fees may be carried forward at the Principal's discretion.</li> </ul>
Student withdraws from a course more than 10 weeks prior to course scheduled start date.	<ul style="list-style-type: none"> <li>• Full pre-paid tuition fees refunded</li> <li>• Full pre-paid materials fees are non-refundable</li> </ul>
Student withdraws from a course between 4 and 10 weeks prior to course scheduled start date.	<ul style="list-style-type: none"> <li>• 70% of total tuition fees are refunded</li> <li>• Full pre-paid materials fees are non-refundable</li> </ul>
Student withdraws from a course less than 4 weeks prior to course scheduled start date.	<ul style="list-style-type: none"> <li>• 50% of total tuition fees are refunded</li> <li>• Full pre-paid materials fees are non-refundable</li> </ul>
Student withdraws from a course on or after course commencement date.	<ul style="list-style-type: none"> <li>• There will be no refund of any pre-paid tuition/material fees</li> </ul>
If a student's visa application is rejected or visa cancelled after the student has commenced the course	<ul style="list-style-type: none"> <li>• The weekly tuition fee times the weeks in default period refunded</li> <li>• All pre-paid materials fees are non-refundable</li> </ul>



<p>The student's enrolment is cancelled by RSB for misconduct, Unsatisfactory Academic Progress or Unsatisfactory Attendance.</p>	<ul style="list-style-type: none"> <li>• There will be no refund of any pre-paid tuition/material fees for the current and subsequent courses.</li> </ul>
<p>Student is granted Temporary Resident/Permanent Resident Visa during a study period and student wishes to withdraw from the course.</p>	<ul style="list-style-type: none"> <li>• There will be no refund of any pre-paid tuition/material fees for the current and subsequent courses.</li> </ul>
<p>Student Visa is cancelled during a study period.</p>	<ul style="list-style-type: none"> <li>• There will be no refund of any pre-paid tuition/material fees</li> </ul>
<p>Student Visa is cancelled before commencement of a course.</p>	<ul style="list-style-type: none"> <li>• Full pre-paid tuition fees are refunded</li> </ul>
<p>RSB cancels a course offered or the student fails to start the course any time before course commencement due to fraudulent documents and/ or misleading information provided by the student.</p>	<ul style="list-style-type: none"> <li>• There will be no refund of any pre-paid tuition/material fees for the current and subsequent courses.</li> </ul> <p>RSB reserves the right to report the student to the relevant government authorities.</p>
<p>Notes: \$250.00 Enrolment Fee is non-refundable under any circumstance listed above.</p> <ul style="list-style-type: none"> <li>• Overseas student refunds are calculated based on the amount received from the student's education agent.</li> <li>• No request for a refund will be accepted 12 months after the payment was received by RSB.</li> </ul>	