

Refunds Policy

Provider	The Bright College RTO 45752 CRICOS 03945D
Campus	Level 2, 440 William Street, Perth WA 6000
Policy version	3.1
Regulatory review	15 September 2026
Applies to	All applicable domestic and international students
Policy owner	CEO / RTO Manager
Next review	15 September 2027

Regulatory framework

- National Vocational Education and Training Regulator Act 2011 (Cth).
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (effective for RTOs from 1 July 2025).
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.
- Competition and Consumer Act 2010 (Cth), Schedule 2 – Australian Consumer Law.

Compliance note: This policy is a compliance draft prepared for The Bright College using the regulatory position reviewed on 15 September 2026. It must be approved, implemented, communicated and supported by current forms, registers, training and assessment strategies and staff practices before publication.

1. Purpose and scope

This policy sets out refund principles for domestic students and other non-CRICOS enrolments. Overseas students on student visas are managed under the International Student Fees, Refunds, Written Agreement and TPS Policy and the ESOS Act.

2. Policy principles

- Fees, deposits, cancellation charges and refund conditions must be disclosed before enrolment and reflected in the applicable written agreement or fee schedule.
- No College term limits or removes rights available under the Australian Consumer Law.
- Where The Bright College cannot provide agreed training or assessment, it will promptly offer an appropriate remedy, including refund of amounts for services not provided where required.
- Refund decisions must be fair, evidence-based, documented and capable of review through the Complaints and Appeals Policy.
- Any administration or cancellation charge must be the amount disclosed to the student before enrolment, be applied consistently and not operate as an unlawful penalty or override statutory rights.

3. Student withdrawal and cancellation

A student requesting withdrawal should notify the College in writing as early as possible. The College will calculate any refund using the current fee schedule and written agreement accepted by the student, taking into account services already delivered, resources already supplied, non-refundable fees that were clearly disclosed, and any applicable consumer-law obligation.

4. Provider cancellation or failure to deliver

If The Bright College cancels training, ceases to deliver an agreed service, or otherwise cannot provide the service for which a domestic student has paid, the College will provide the remedy required by law and its written agreement, which may include transfer to an equivalent offering with the student's agreement or a refund of the relevant unused amount.

5. Refund process

1. Submit a written refund request with the student name, student ID, course, reason and supporting evidence where relevant.
2. Administration will acknowledge the request and refer it to the authorised decision-maker.
3. The decision and calculation will be provided in writing, including reasons and any amount payable.
4. Approved refunds will be paid to the person/entity legally entitled to receive the refund, using the approved finance process.
5. A student dissatisfied with a decision may use the Complaints and Appeals Policy.

6. Records

Refund requests, calculations, approvals, payment evidence and complaint/appeal outcomes must be retained in the student and finance records in accordance with the Records Management and Privacy policies.