Refund Policy and Procedures – International Onshore Students

0. Applicability and Revision
This refund policy and associated procedures are applicable to all current and new enrolments. Fees and charges as well as refund policies are subject to change without notice and will apply to the continuing students from the time that the policy has been adopted.

1. General
Asia Pacific International College (the College) aims to provide high quality courses at an affordable cost. To keep the tuition fees and charges to a minimum the College requires students to honour their commitments and pay the due fees and charges in a timely manner. Late payment of fees by some students is not fair on those who pay their fees on time.

2. Payment of Fees and Charges
Please refer to Guidelines for Tuition Fees Payment for Domestic and International Students.

3. Non-Payment of Fees
Please refer to Guidelines for Tuition Fees Payment for Domestic and International Students.
The refund policy does not remove the right to take further action under Australia’s consumer protection laws or inhibit the student’s right to pursue other legal remedies.

4. Visa Refusal
In cases where a student’s application for a student visa has been refused, the student must supply proof of refusal. Upon receipt of proof of refusal and evidence of payment to the College, fees paid in advance in respect of Tuition and Overseas Student Health Cover (“OSHC”) will be refunded. However, no refund is given if visa refusal is based on false information or documents supplied by the student to the respective authorities or student commits a breach of his or her visa conditions. Note that the admission fee and other administrative charges are not refundable (see non-refundable fees).
5. Withdrawal or Deferment from Course of Study

Please note the following points related to all refund applications received by the College:

5.1 Notification of withdrawal from a course of study must be made in writing using the official Refund Application Form, addressed to the Registrar, delivered either in person to Student Services or via the application tool on the College’s Student Management System. The College does not accept fax or email requests for refunds.

5.2 Refund requests made to any other person or submitted by other means will not be considered.

5.3 Education Agents are not authorised to receive or deal with refund requests from students.

5.4 Proof of identification is required to be submitted with all refund applications.

5.5 Refunds will be sent to the bank account nominated by student in writing as part of their refund request. The College does not accept responsibility for delays or expenses caused by student advising wrong account details.

5.6 Refunds are due to the student applicant only, unless written authorisation is given by the applicant in favour of another party.

5.7 Under banking regulations, if a student has made payment using a credit card any refund must be credited to the original credit card.

5.8 The College is unable to refund any applicant in any currency other than the Australian Dollars.

5.9 Applicants must obtain a date stamped receipt or confirmation message, clearly showing the particulars of the applicant (name and potential student number), date, course enrolled in etc when submitting their refund applications online.

5.10 Students must furnish the receipt or confirmation message as proof that they have submitted their refund request correctly.

5.11 The College will process the refund applications and transfer the refund amount due within weeks from the date the application has been received by the College.

5.12 The College is not responsible for bank delays in transferring the refund amount to applicants residing in Australia or overseas.

5.13 All bank charges associated with receiving funds and or issuing and transferring refunds to applicants are the responsibility of applicants and will be deducted from the total refund amount due.

5.14 Refunds for withdrawals will be computed based on the date of the receipt of the notice of withdrawal.

5.15 The amount refunded will depend on how far in advance of the semester start date the student has submitted a refund request to the College.

5.16 All deferments greater than one semester are treated as withdrawals; students are required to re-enrol and pay the respective fees again. The exception is when there are compelling circumstances that prevent student from commencing his or her course at APIC on nominated start date.

The non-refundable portion of the fees are kept by the College to offset the following: (a) the cost of services and administrative expenses that the College specifically incurs for delivering services to
international students in compliance with the ESOS Act and the associated National Code and Standards, which is not recoverable should a student withdraw from his or her course; and (b) the loss of revenue associated with a student withdrawing from the course close to the semester commencement date. When a student withdraws from a course close to the semester commencement date, ordinarily the College will not be able to recruit a replacement student at short notice. The cost of services and administrative charges are estimated to be $2,500/per student; while the loss of revenue can be up to the total fees due for the semester under consideration. Thus, in all circumstances, save when the non-commencement is due to visa refusal, the College will deduct $2,500 or the amount shown below, whichever is greater from the total amounts paid by the applicant:

- More than 4 weeks before commencement date: 30% of course fees paid
- 4 weeks or less before commencement date: 50% of course fees paid
- After commencement of course: No refund

Continuing students intending to withdraw from their course must give at least one semester advanced notice of their intention to withdraw otherwise they are liable for the tuition fees of the semester concerned.

A student who defers from a program after commencement of a semester shall not be eligible for a refund for that semester.

6. Internal Transfer
Students transferring from one course to another course within the College are not subject to withdrawal provisions provided there is no gap in their enrolment and studies.

7. Other Circumstances

7.1 No refund is given if students are dismissed by the College for disciplinary reasons or if a visa is cancelled due to breaches of visa conditions.

7.2 Applications to defer admission to a later date will only be considered in cases where the student suffers incidences of critical illness, injury or misfortune.

7.3 The College reserves the right not to offer a course previously made available at its own discretion. If this occurs, and the student is unable (or not willing) to enrol in a similar course at the College and the enrolment is therefore cancelled, all fees paid will be refunded with the exception of the non-refundable fees. The refund will be made within 14 days of the default day.

7.4 Should the student apply for and be admitted to a similar course offered by another provider and that provider extends credit for the units studied at the College, then the student shall not be entitled to a refund, except any reasonable charge levied by the new provider to assess the applicant for credit. Notwithstanding this and other circumstances, the College’s liability shall not exceed the total fees paid by the student under consideration.
8. Non-Refundable Fees
Admission fees, assessment fees, RPL/credit application fees and other administrative charges are non-refundable.

9. Course Unit Repeat Fees
Students repeating a unit of study or components of the same unit must pay the fees and charges current on commencement of the repeating units or workshops or examination. The current charges are as set out in the following table:

| Whole unit of study | $2,500 |
| Intensive workshop  | $1,100 |
| Project phase       | $1,100 |
| Test or assessment  | $300   |

When a student does not show up at the scheduled time for an assessment component or test, he or she must pay the fee of $300 for repeat assessment or test.

10. Right to Appeal
Students subject to suspension or exclusion from the College on account of late or non-payment of fees and charges may appeal the decision through the College’s Grievance Procedures. The Appeals Committee shall have an external member. The student shall have the right to appear before the Committee and argue his/her case.

The Appeals Committee’s recommendation shall be adopted by the College subject to the respective ESOS Act and or other legal and procedural considerations (note that cession of studies whether notified by the student or determined by the College obligates the College to terminate the student’s enrolment immediately).

11. Application Procedure
11.1 The Registrar shall be responsible for implementation of the College Refund Policy and shall receive and process all refund and withdrawal applications.
11.2 Only the applications made pursuant to the provisions contained in this policy will be considered by the College.

12. Overseas Students Ombudsman
Students wishing to lodge an external appeal or complain about a decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students (student visa holders only) who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.
Associated Documents

- APIC - Refund Application Flowchart
- APIC - Refund Checklist
- APIC - Refund Application Form
- Refund Outcome Letter
- Tuition Fees Payment Terms for Domestic International Students Guidelines.