

REFUND POLICY

Policy Category	Corporate		
Document Owner	President		
Responsible Officer	Registrar		
Review Date	October 2020		
References and Legislation	Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth); Higher Education Standards Framework (Threshold Standards) 2015; Education Services for Overseas Students Act 2000 (Cth); Education Services for Overseas Students Regulations 2001; The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code); and the Higher Education Support Act 2003 (Cth). Migration Act 1958 and the Migration Regulations		
Related Documents			
Version	Change description	Approved	Effective Date
3.2	Updated	EMT 19 June 2017	June 2017
3.3	Reviewed and updated, to clarify the various circumstances that student refunds may be considered.	Governing Board 26 October 2018	30 October 2018

1. Purpose

The purpose of this Policy is to provide a framework for the granting of refunds of fees for students enrolled at Asia Pacific International College (APIC).

2. Scope

This Policy applies to all prospective, commencing and re-enrolling students and to students seeking to withdraw from a course or courses for which they have paid fees.

3. Definitions

Item	Definition
<i>Appeal</i>	The review of a decision made by APIC under this policy.
<i>Census Date</i>	The final day for withdrawal from a course or unit of study without incurring an academic penalty and/or a financial liability
<i>CoE</i>	Confirmation of Enrolment – a document issued by APIC to intending international students confirming the student’s eligibility to enrol in the particular course of APIC.
<i>Commencement Date</i>	The first day of teaching
<i>Course</i>	A program of study leading to a formal APIC qualification.
<i>Course Fees</i>	The sum of the tuition and non-tuition fees.

Item	Definition
<i>Compassionate and compelling circumstances</i>	<p>Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to commence their course or to satisfactorily progress in their course.</p> <p>Such circumstances include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury supported by a medical certificate; • bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided); • the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation); • major political upheaval or natural disaster in the home country this has impacted on the student's studies; and • a traumatic experience which could include: <ul style="list-style-type: none"> ○ involvement in, or witnessing of a serious accident; or • where the registered provider was unable to offer a pre-requisite unit; • inability to begin studying on the course commencement date due to delay in receiving a student visa.
<i>Commencing Students</i>	A student who has enrolled in an APIC course for the first time within a calendar year.
<i>LoO</i>	Letter of Offer - a written agreement from APIC to a prospective student offering them an enrolment place in a course.
<i>International student tuition fees</i>	<p>As defined by Section 7 of the ESOS Act 2000: Means fees a provider receives, directly or indirectly, from:</p> <ul style="list-style-type: none"> • an overseas student or intending overseas student; or • another person who pays the fees on behalf of an overseas student or intending overseas student; <p>that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.</p>
<i>OHSC</i>	Overseas Student Health Cover
<i>Overpayment</i>	Overpayment is any amount paid to APIC in excess of the required tuition or other fees.
<i>Non-Tuition Fees</i>	<p>Include:</p> <ul style="list-style-type: none"> • Enrolment Fee; • CoE Processing Fee; • Change of Course Fee; • Material Fee; • Airport Pick-up Fee; • Accommodation Placement (Booking Fee); and • Other fees as listed at http://apicollege.edu.au/courses/fees/ <p>Non-tuition fees are non-refundable.</p>
<i>Package Program</i>	A program that includes multiple courses, which may or may not be wholly provided by APIC.
<i>Principal course</i>	The final course providing the highest qualification in a student's sequenced package of courses
<i>Principal course provider</i>	The registered provider delivering the final or principal course in a student's sequenced package of courses.
<i>Prospective student</i>	A student who intends to enrol in a course offered by APIC.

Item	Definition
<i>Returning students</i>	A student who is re-enrolling in a course in which they have already undertaken study.
<i>Refund</i>	Reimbursement of course fees, OSHC, overpayments and charges.

4. Domestic Students

4.1 Commencing Students

- 4.1.1 Commencing students who withdraw or vary their enrolment on or before the relevant Census Date will receive a refund of any tuition fees paid upfront in relation to the withdrawal or variation to enrolment application. Refunds of upfront tuition fees will be processed within 21 days of the application being approved.
- 4.1.2 Commencing students who have applied for FEE-HELP and withdraw from their study with APIC on or before the relevant Census date will not incur a FEE-HELP debt for the units from which they have withdrawn.
- 4.1.3 Students who withdraw from their studies after the relevant Census Date will be liable for their tuition fees paid upfront or will incur a FEE-HELP debt for their enrolment in that period, unless special circumstances apply.

4.2 Returning Students

- 4.2.1 Returning students who withdraw or vary their enrolment on or before the relevant Census Date will receive a refund of any tuition fees paid upfront in relation to the withdrawal or variation to enrolment application. Refunds of upfront tuition fees will be processed within 21 days of the application being approved.
- 4.2.2 Returning students who applied for FEE-HELP and withdraw from their study on or before the relevant Census date will not incur a FEE-HELP debt for the units from which they have withdrawn.

5. International students

Prospective or current students who have accepted a place at APIC and who have been issued with a Confirmation of Enrolment (CoE) will be entitled to a refund of course fees, under the following conditions.

5.1 Refunds and non-issuance of CoE.

If APIC does not issue a CoE the student is entitled to a full refund. To receive the refund, the student is required to notify APIC by submitting an Application for Withdrawal Form and submit a verified copy of the original visa rejection letter from the Australian Embassy/consulate or immigration office.

5.2 Refunds and Visas

- 5.2.1 If a student has accepted an offer of enrolment at APIC and has been issued with a CoE but their student visa application is refused, and the student is yet to commence the course, the student will be entitled to a full refund of any prepaid course fees, minus an administration fee of \$500 and a full refund of the OSHC fee.
- 5.2.2 If a student cannot start their course by the start date on their CoE because the visa application processing is delayed by circumstances beyond the student's control APIC will defer the student's commencement date. However, if the student has not been issued with a visa by the

new commencement date, the student will be withdrawn and will receive a full refund of prepaid course fees minus an administration fee of \$500 and a full refund of the OSHC fee.

5.3 Cancellation of visa due to non-compliance or breach

If a student's CoE is cancelled for a breach of their student visa conditions, conditions of enrolment and/or the National Code Standards (for example, unsatisfactory academic progress or non-payment of fees), the student is liable for the amount equivalent to one unit of study of any prepaid course fees minus an administration fee of \$500.

5.4 Refunds and Student Withdrawal - Package Program

5.4.1 If a student's CoE is cancelled as a result of their withdrawal from a course which is part of an APIC package program, the student is liable for the amount equivalent to one unit of study of their course. Any remaining prepaid course fees will be refunded minus an administration fee of \$500.

5.4.2 Students who satisfactorily complete the pre-requisite course of a packaged program and have received a CoE but choose not to enrol in the APIC course will be liable for the amount equivalent to one unit of study of their APIC course. Any remaining prepaid course fees will be refunded minus an administration fee of \$500.

5.4.3 Students who fail to complete the pre-requisite course in a packaged program and thus fail to gain admission to the APIC course, will be liable for the amount equivalent to one unit of study of their APIC course. Any remaining prepaid course fees will be refunded minus an administration fee of \$500.

5.5 CoE cancelled as a result of compassionate or compelling circumstances

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances before the commencement date of their course, they are entitled to a refund of the prepaid tuition fees minus an administration fee of \$500.

5.6 Student withdrawal before the Census date

5.6.1 If a student's CoE is cancelled as a result of their withdrawal more than 10 weeks (70 days) before the census date of their course, the student is liable for the amount equivalent to one unit of study of their course. Any remaining prepaid course fees will be refunded minus an administration fee of \$500.

5.6.2 If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal less than 4 weeks (28 days) before, or after the commencement date of their course, the student is liable for the amount equivalent to two units of study of their course. Any remaining prepaid course fees will be refunded minus an administration fee of \$500.

5.7 Overpayment

Any overpayment or credit balance of tuition fees may be refunded to students in the following circumstances:

- A student has paid more than the tuition fees charged for a full-time load, for the current study period.

- A student has been given approval to reduce their study load (a copy of the approval needs to be provided when seeking a refund).
- A student has been granted Leave of Absence (a copy of the approval needs to be provided when seeking a refund).

6. OSHC Refunds

6.1 The student will receive a full refund of their OSHC fee from APIC if they withdraw before the commencement date of their course.

6.2 If a student withdraws after commencement date application for the refund of OSHC fees must be made directly to the health fund provider (see Student Services for provider details).

7. Protection of Student Fees

Course Default

In the unlikely event that APIC is unable to deliver a course in full, students enrolled in that course will be offered a refund of their unspent tuition fees, received by APIC. This refund will be paid within 14 days from the date on which the course ceased to be provided. Students as an alternative may be offered enrolment in an alternative course at no extra cost to the student. Students have the right to choose whether they would prefer to accept a place in another course or be given a refund of the unspent fees. If a student chooses to be enrolled in another course, they will be issued with a new offer letter and enrolment agreement.

Course Default with an alternative course

If APIC is unable to provide a refund or provide an alternative course in accordance with the ESOS Act and National Code, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course is not found. APIC is a member of the Australian Government approved TPS provided by the Australian Council for Private Education and Training (ACPET) for domestic students and conforms to the requirements of the Australian Government's TPS for overseas students.

Further information regarding the TPS arrangements is provided at www.tps.gov.au and on the APIC website at: <http://apicollege.edu.au/statement-of-tuition-assurance/>