



Refund Policy and Procedures

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

Students are hereby informed that Asia Pacific International College has not authorised any organisation or Education Agent to collect any fees and charges on its behalf. Students should not pay their fees to any organisation or Education Agent without first clearing the same with the College. They must pay the due fees and charges directly to the College as per the instructions included in the invoice or statement issued by the College officers to each student.

3. Non-Payment of Fees

Enrolment in a course can only be effected upon the payment in full of the tuition fees and administrative charges for the first semester 4 weeks prior to the commencement of the semester as per the scale of fees and charges published on the College's website and advised at the time of application. Subsequent tuition payments must be made at least 4 weeks prior to the commencement of the semester under consideration.

The College reserves the right to charge a late payment fee of \$500 and interest fee of one per cent (1%) per month on the amount outstanding from the day after the due date.

The College may exclude students who have not paid the due fees and charges by the end of second week of the semester. Subsequent reinstatement may be subject to payment of late payment fees and other charges. If a student continues to default on payment of fees, legal action may be taken to recover the debt. The College reserves the right to recover from the student the costs of any such action taken. This shall be in addition to the late fee and interest charges.

Under the ESOS Act, deferment may only be granted for exceptional circumstances (serious ill health and or personal misfortune). Under the ESOS Act, the College may exclude the student from the course due to one or more of the following events:

- I. the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course
- II. the student breached a condition of his or her student visa
- III. misbehaviour by the student

The refund policy does not remove the right to take further action under Australia's consumer protection laws/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 breaches of visa conditions. Note that the admission fee and other administrative charges are not refundable (see non-refundable fees).

5. Withdrawal from Course of Study

Notification of withdrawal from a course of study must be made in writing to the Registrar and signed by the student. Refunds for withdrawal will be computed based on the date of the receipt of the notice of withdrawal and will be as follows:

More than 4weeks before commencement date:	70% of course fees paid
4 weeks or less before commencement date:	50% of course fees paid
After commencement of course:	No refund

Notwithstanding the above refund rates, in all circumstances a minimum amount of \$1000 shall be deducted from the refund amount to cover the College's administrative expenses

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.

6. Internal Transfer

Students transferring from one course to another course within the College are not subject to withdrawal provisions. However they may be subject to administrative and enrolment fees (see Non-Refundable Fees)

7. Other Circumstances

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.

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

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 fee. The refund will be made within 14 days of the default day.

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. Notwithstanding this and or other circumstances, the College's liability shall not exceed the 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:

- i. Whole unit of study, \$2,500
- ii. Intensive workshop, \$1,100
- iii. Project phase, \$1,100
- iv. 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 Panel 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

- i. The Registrar shall be responsible for implementation of the College Refund Policy and shall receive and process all refund and withdrawal applications.
- ii. All requests for a refund must be made in writing and signed by the student applicant. The request must state the reasons for refund. Only the applications made pursuant to the provisions contained in this policy will be considered by the College.
- iii. Refunds are due to the student applicant only, unless written authorisation is given by the applicant in favour of another party.
- iv. Refunds will be paid within 4 weeks of receiving the application.

12. Overseas Students Ombudsman

If you wish to lodge an external appeal or complain about a decision, you 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.