Refund Policy and Procedures – International Offshore Students

Document ID: RPP2015
Related documents: QMS
Date: 03/03/2015
Policy due for review on: 17/05/2016
Authorised by: Principal Executive Officer
Reviewed by: Manager, Governance, QA and Compliance
Version: 2.2
Responsible Officer: Registrar
Policy Base: APIC General Regulations and QMS

Table of Contents
Refund Policy and Procedures – International Offshore Students ................................................................. 1

0. Applicability and Revision ......................................................................................................................... 1

1. General ...................................................................................................................................................... 1

2. Payment of Fees and Charges .................................................................................................................. 2

3. Non-Payment of Fees ............................................................................................................................... 2

4. Withdrawal or Deferment from Course of Study ....................................................................................... 2

5. Internal Transfer ...................................................................................................................................... 2

6. Other Circumstances ................................................................................................................................. 2

7. Non-Refundable Fees ............................................................................................................................... 3

8. Course Unit Repeat Fees ......................................................................................................................... 3

9. Right to Appeal ....................................................................................................................................... 3

10. Application Procedure ............................................................................................................................ 3

0. Applicability and Revision

This refund policy and associated procedures are applicable to all current and new international offshore (distance) 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

Refer to the Guidelines on Tuition Fees Payment for Domestic and International Students.

3. Non-Payment of Fees

Refer to the Guidelines on Tuition Fees Payment for Domestic and International Students.

4. Withdrawal or Deferralment 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 4 weeks 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.

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

5. 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.

6. Other Circumstances

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 less admission fees. The refund will be made within 14 days of the default day. Note that changes in the order in which course units are offered over the respective semesters does not constitute refusal to offer a given course.

Where the College ceases to offer a course after admission or enrolment and the student applies for and obtains admission 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 student’s application for credit. Notwithstanding this and or
other circumstances, the College’s liability shall not exceed the fees paid by the student under consideration.

7. Non-Refundable Fees

Admission fees, assessment fees, RPL/credit application fees and other administrative charges are non-refundable.

8. 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 assessments or examination. The current charges are as set out in the following table:
Whole unit of study, $2,000
Test $400
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 assessments or $400 for repeat tests.

9. 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 all 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).

10. 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.

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

Associated Documents
- APIC - Refund Application Flowchart
- APIC - Refund Checklist
- APIC - Refund Application Form
- Refund Outcome Letter
- Guidelines on Tuition Fees Payment for Domestic and International Students