

REFUND PROCEDURE

Document ID	Refund Procedures
Related Documents	Refund Policy Withdrawal Policy and Procedure Refund Application Form Course Withdrawal Form Special Consideration Form Fee Extension Application Form Change of Course Preference Application Form Student Fees Policy
Date	16 June 2017
Date of Next Review	16 June 2019
Authorised by	Director of Accreditation, Compliance and Quality Assurance
Approved by	Executive Management Team, 19 June 2017
Version	1.5
Responsible Officer	Registrar
References and Legislation	ESOS Act 2000 TEQSA Act 2011 Education Services for Overseas Students (Calculation of Refund) Specification 2014 TEQSA Higher Education Standards Framework (Threshold Standards) 2015 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Migration Act 1958 and the Migration Regulations

Contents

1. Purpose.....	2
2. Scope	2
3. Definitions	2
4. Refund Procedures	4
5. Document Change Control	5

1. Purpose

This procedure sets out the process a student must follow to get a refund if they withdraw from a course or unit of study.

2. Scope

Applies to all APIC commencing and re-enrolling students and to students seeking to and withdrawing from a course or courses for which they have paid fees. It also applies to those students whose CoEs for courses for which they have paid fees are cancelled.

This procedure applies to all tuition fees paid including those collected by education agents on behalf of APIC and its associated registered provider, plus non-tuition fees and overseas student health cover fees.

Other non-tuition fees are excluded and thereby non-refundable. They are the enrolment fee, the CoE processing fee, the change of course fee, and the airport pick-up fee.

3. Definitions

Item	Definition
<i>Agent commission fees</i>	The fees payable to approved APIC agents for completed student enrolments
<i>Appeal</i>	The review of a decision made by APIC under this policy.
<i>Applicant</i>	The student making an application to APIC under the Refund policy.
<i>Census date</i>	The final day for withdrawal from a course or unit of study without incurring academic penalty,
<i>CoE</i>	Confirmation of Enrolment
<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.
<i>Credit</i>	The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to APIC.
<i>Critical incident</i>	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
<i>Defer/Deferment</i>	To temporarily delay or postpone the commencement of studies.
<i>DIBP</i>	Department of Immigration and Border Protection
<i>Evidence</i>	Will vary with regard to the specific circumstances, but could include: relevant DIBP visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report. Certificates not written in English must be translated into English by approved NAATI translators.

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 verified 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 being studying on the course commencement date due to delay in receiving a student visa.
<i>LoO</i>	Letter of Offer - a written offer and agreement made by APIC to a prospective student offering them an enrolment place in a course.
<i>OSHC</i>	Overseas Student Health Cover
<i>Non-tuition fees</i>	<p>Includes:</p> <p>Enrolment Fee; CoE Processing Fee; Change of Course Fee; Airport Pick-up Fee; Accommodation Placement (Booking Fee); and Other fees as listed at http://apicollege.edu.au/courses/fees/</p> <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>Refund</i>	An overpayment of fees or charges which is reimbursed to the payee.
<i>Student</i>	Any person who is enrolled in any course or program offer at, or in conjunction with, APIC.
<i>Tuition fees</i>	As defined by Section 7 of the ESOS Act 2017: Means fees a provider receives, directly or indirectly, from: <ul style="list-style-type: none"> i. an overseas student or intending overseas student; or ii. another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student.

4. Refund Procedures

Students may apply for a refund by completing and submitting an on-line APIC [Refund Application](#) Form.

If the applicant is enrolled in a package course the application for refund will be transferred to the provider of the student's principal course for determination. If the principal course provider's determination is in the negative the application for refund from the APIC feeder courses will similarly be rejected and the student will be notified, such notification including advice relating to the right to and mode of submitting an internal appeal.

If the principal course provider's determination is to approve a refund, the application for withdrawal from the APIC feeder courses will be approved and the student will be informed.

Applications for a withdrawal from APIC courses will be processed within a further one week (five working days) and, if successful, progressed with recommendations to the Registrar for determination of the refund application.

Applications may be made for the refund of fees and charges on the ground of exceptional circumstances which provide compassionate and compelling reasons for withdrawal from a course. Such applications will be considered on a case by case basis.

All applications for a refund will be determined by the Registrar and will normally be processed within twenty working days (four weeks) of the application being made, after the receipt of all documentation. Where this is not possible the student will be informed.

On determination of the application the student will be informed in writing and, if the determination rejects a full refund, information will be provided informing the student of their right to make an internal appeal against the decision and the means of submitting such an appeal.

If a student is not satisfied with the outcome of an application for a refund of fees, the student may appeal within 20 working days (four weeks) by submitting a completed on-line student appeal form with full supporting documentation.

All internal appeals relating to the refund of fees, will normally be processed within twenty working days (four weeks) of the appeal being made. Where this is not possible the student will be informed.

On determination of the appeal the student will be informed in writing and, if the determination rejects the appeal, the student will be informed of their right to, and the means, of submitting an external appeal to the Overseas Student Ombudsman.

All approved refunds will be paid within two weeks (10 working days) of their being approved.

Refunds will be made in Australian dollars and the College reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence provided proves that the relative or other person actually paid the tuition fees.

5. Document Change Control

<i>Version</i>	<i>Change Description</i>	<i>Date</i>	<i>Author</i>
1.0	Policy cycle review update	22 March 2017	Corinne Green
1.1	Hyperlinks fixed	29 April 2017	Corinne Green
1.2	Policy update	23 May 2017	Corinne Green
1.3	Minor changes to definitions and addition of flowchart	16 June 2017	Corinne Green
1.4	Flowchart updated	9 October 2017	Corinne Green
1.5	Further updates to flowchart and definitions	6 November 2017	Corinne Green

