

International Student Refund Policy

1. Purpose and Scope

This policy outlines the circumstances where a refund of Tuition Fees may apply for commencing and continuing international students at the Australian Performing Arts Conservatory (“APAC” or “the Conservatory”).

This policy applies to all International Students enrolled in the Conservatory’s higher education courses.

Administrative, miscellaneous, and incidental fees and fines are non-refundable.

This policy does not remove the right to take further action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

2. Objectives

The objectives of this policy are to:

- provide transparent processes for refunds of tuition fees, where applicable
- set out the circumstances where a full refund or a partial refund may apply
- comply with the requirements of the ESOS Act 2000 and National Code 2018.

3. Implementation

The Administration Manager and CEO are responsible for implementation of this policy.

Students should ensure they are familiar with the Conservatory’s fees, charges and circumstances for refunds before accepting an offer for admission to the Conservatory’s higher education courses.

Staff of the Conservatory who have access to information relating to fees and refunds must maintain the confidentiality of Students’ information in accordance with the Conservatory’s *Privacy Policy*. The disposal of records relating to fees and refunds should be in accordance with the *Records Management Policy*.

3.1. Full Refunds

There may be other circumstances where a full refund may be possible as outlined in Table 1.

Table 1 – Circumstances where a full refund may apply

Circumstances	Refund	Process
<p>The Conservatory withdraws the offer of enrolment prior to the Census Date:</p> <ul style="list-style-type: none"> if the student fails to meet the entry requirements, such as the stated level of English. based on incorrect or incomplete information provided by the applicant. 	Yes. Full refund of tuition fees.	Complete an <i>Application for Refund Form</i> .
<p>The Conservatory defaults (unable to deliver the course or unit). The Conservatory may offer students a place in an alternative course at the Conservatory or another registered provider. In such circumstances there will be no additional cost to the student, and a refund will not be paid.</p>	Yes. Full refund of tuition fees if an alternative course or unit cannot be found.	<p>Complete an <i>Application for Refund Form</i>.</p> <p>No refund will be given if the student accepts an alternative unit or course.</p>
<p>A student has been refused a visa.</p>	Yes. Full refund of tuition fees.	<p>Complete an application for Refund Form.</p> <p>Proof of visa refusal from the Australian Government must be sent to APAC upon visa refusal.</p>

3.2. Partial Refund

The total amount of paid tuition fees, less a course cancellation fee of \$300 will be provided to the student where:

- Illness or disability prevents a student from taking up the course;
- There is a death of a close family member of the student (parent, sibling, spouse or child) which prevents the student from taking up the course; or
- Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of APAC, as preventing a student from taking up the course.

Where APAC withdraws an offer based on incorrect or incomplete information supplied by the student all fees for the trimester and any fees paid in advance are refundable less a \$1,000 administration fee.

Where a student, after accepting their *Letter of Offer*, withdraws from the course more than 20 working days before the commencement of the trimester, 100% of the tuition fees paid for that trimester and any other course fees paid in advance are refundable less a \$1,000 administration fee and a \$300 course cancellation fee.

Where a student, after accepting their *Letter of Offer*, withdraws from a course before the census date, 50% of the tuition fees paid for that trimester and any other fees paid in advance are refundable less a \$300 course cancellation fee.

3.3. Refunds for Students who obtain Permanent Resident Visa Status

Permanent resident status is recognised as from the date of the Visa Grant Letter.

If a student is granted Australian permanent resident status before enrolling in a course but after the date of the *Letter of Offer* for the course:

- Fee paying overseas place will be withdrawn;
- If the student still wishes to study at APAC they must apply for a domestic place and will be subject to the selection criteria and fees applicable to domestic students;
- If the student has already paid the course fees applicable to overseas students for the trimester, or any future trimesters, a total refund of these fees is payable to the student.

If a student is granted Australian permanent resident status after enrolling in a course but before the census date for the trimester:

- The student will be eligible for a domestic place and will be subject to the selection and fees applicable to domestic applications for that course;
- If the student has already paid the course fees applicable to international students for the trimester, or any future trimesters, a total refund of these fees is payable to the student.

If a student obtains permanent resident status after the census date in a trimester, the student will remain classified as an international student for the remainder of that trimester and will be liable to pay the international student fees for that trimester. From the following trimester, the student will be classified as a permanent resident.

3.4. No Refunds

International students of APAC who wish to withdraw from a Unit or Course must do so by completing an *Application for Withdrawal Form* available on our website: www.apac.edu.au and sending it to the Administration Manager at: admin@apac.edu.au.

A student who withdraws from a course after the census date will not be eligible for a refund for that trimester unless the student qualifies under Section 3.2 of this policy for a partial refund under special or extenuating circumstances.

A student whose enrolment is either suspended or cancelled by APAC for whatsoever reason during a trimester, including but not limited to a breach of the code of conduct, failure to meet course progression requirements or non-payment of fees will not be eligible for a refund for that trimester.

A student whose visa is cancelled during a trimester will not be eligible for a refund.

3.5. Non-refundable Fees and Charges

Administrative fees and incidental charges, fines and penalties are non-refundable, and are additional to Tuition Fees.

The *International Student Fee Schedule* shows non-refundable fees and charges, noting that fees and charges may vary from time to time. The APAC website has a complete list of fees.

3.6. Payment of Refunds

Refund application for full or partial refunds must:

- Complete an *Application for Refund Form*
- By accompanied by supporting documents as may be appropriate.

Refunds will be paid:

- in Australian dollars.
- If the tuition fee was paid by credit card within the last 12 months, then under Australian banking regulations the refund must be credited to the credit card from which the fee was initially paid.
- directly to the person who entered into the contract with APAC, unless that person gives written direction to pay someone else.

All debts to APAC must have been paid before any refund can be calculated with any outstanding amounts to be deducted from the refund.

Student Administration will record the transaction in the Student Records Management System.

3.7. Appeals

Students may seek a review of any decision related to a refund application, by submitting an appeal to the Administration Manager within 28 days of receiving the notice. The appeal must be accompanied by the following information:

- The date of the original decision
- Details of the person/position that made the original decision
- Reasons for applying for the review
- Any additional relevant evidence

Receipt of the application will be acknowledged in writing. The CEO will consider appeals; will not have been involved in the original decision; and will be senior to the person who made the original

decision. Students will be notified of the decision within 28 days of receiving the application. If Students are not satisfied with the reviewed decision, then they can make an appeal according to the process in the *Student Grievance Policy*, which allows for external reviews.

4. Related Documents

The following policies and procedures are related to this policy:

- Admissions Policy
- International Student Fee Schedule
- International Student Fees Policy
- Letter of Offer
- Letter of Release
- Records Management Policy
- Student Agreement
- Student Code of Conduct
- Student Grievance Policy

The following forms are related to this policy:

- Application for Refund Form
- Application for Deferment Form
- Application for Withdrawal Form
- Feedback Form

5. Review

Three years from commencement.

6. Accountabilities

The Board of Directors is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and the Conservatory's higher education community via the website and other publications.

7. Revision History

Approval Authority	Contact Person	Revision Due Date	Revision Date	Approved Date	Version No.	Revision Description
Board of Directors	Chair	01/07/19		15/4/16	1	New document
Board of Directors	Chair	01/07/2022	01/07/2019	01/07/2019	1.1	