



## AUSTRALIA COLLEGE REFUND POLICY

Policy Title: International Student Tuition Fee Refund Policy  
Category : Student Course Fees

### 1. Intent

The purpose of this policy is to clarify International students' entitlement to refund of fees and relevant processes, as required by Part D, Standard 3 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. The Policy is intended to apply when the student ceases enrolment in the College.

### 2. Organisational Scope

This Policy applies to International Students on Australian Student Visas studying at Australia College.

### 3. Definitions

Cut off Date date: The date at which a student's fee liability is assessed (4 weeks prior to start of unit).

Compassionate or Compelling Circumstances:

An exceptional refund may be granted on grounds of compassionate or compelling circumstances. These are conditions which are beyond the control of a student and which result in the student withdrawing from the College. They could include, but are not limited to the following:

1. Serious illness or injury;
2. Bereavement or serious injury of an immediate family member;
3. Major political upheaval or natural disaster in the home country requiring emergency travel where this has clearly impacted on the student's studies.

Course: A program of study made up of a number of units necessary to qualify for a College higher education award.

International student:

A non-Australian student defined as such by the relevant Acts of the Commonwealth of Australia;

Unit:

A unit of study that can form part of a course

### 4. Refund Policy

4.1 The Policy is intended to apply when the student ceases enrolment in the College.

4.2 The Policy does not apply to:

- a. Circumstances where the student is refused, or can demonstrate that they are likely to be refused, a Student Visa and are unable to commence the Course. In such cases a full refund of course monies will be made.
- b. Non-refundable deposits. Such deposits are credited to the student's fees account and forfeited if the student's enrolment in a College course fails to proceed;
- c. Withdrawal from a Unit or Units of study. Students who withdraw from a Unit prior to 4 week cut off date will not incur a financial liability for that Unit. However, fees paid for those Units will be retained in the student's fees account as a credit towards any future Unit enrolments and will not be returned to the student. No credit will apply for Unit withdrawal after the cut off date;
- d. students transferring to a new Course in the College. In these cases, any amount owing to the student will be applied to the fees in the new course and not returned to the student;
- e. amounts received for services other than tuition;
- f. amounts received on behalf of another education provider;
- g. courses delivered outside Australia where an Agreement may specify different arrangements;



- 4.3 In considering grounds for an exceptional refund, each case will be taken on its individual merits and requires acceptable documentary evidence in support of the claim.
- 4.4 Any decision made by Australia College relating to the refund of fees is subject to review by its complaints and appeals procedures.
- 4.5 This Policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- 4.6 For Prospective, first semester and continuing students enrolled in their first semester of studies at ACo:

In the event that the student is eligible for:

- a. A full refund.

A full refund means the amount paid by the student less expenses of services calculated at 20% of the Indicative Course Fee paid.

If the student withdraws from the College after the Census date then no refund will apply.

4.6.2 Continuing Students:

A full refund means the amount paid by the student less expenses of services calculated at 20% of the Indicative Course Fee paid.

The student is eligible for a full refund where:

- a. The student withdraws from the College prior to 4 week pre-course start date.  
b. The student is enrolled on a conditional or provisional basis and is then not permitted to re-enrol.

The student is NOT eligible for a refund where:

- a. The student withdraws from the College after the Census date.  
b. Misconduct by the student leading to expulsion.

4.7 Payment of refunds:

Students must apply in writing to Australia College for their refund to be assessed. Any outstanding debts due by the student to the College will be deducted when calculating the refund.

- 4.7.3. The refund must be made to the same person or body from whom the fees were originally received unless there are written instructions from that person or body to the contrary.
- 4.7.4 The refund will be paid in Australian dollars, normally by telegraphic transfer to the nominated bank account.
- 4.7.5 The College accepts no liability for any currency exchange movement between the date the fees were received and the date the refund is paid or any bank charges relating to the refund.
- 4.7.6 Refunds will be paid within 4 weeks of receipt of a valid written application for refund, subject to confirmation that the fees originally paid by the student are cleared funds.

5. Contact Information

Contact Person:

Student Fees Manager

Email address: [finance@australiacollegeonline.com](mailto:finance@australiacollegeonline.com)