



**STUDENT REFUND POLICY
INTERNATIONAL STUDENTS AND DOMESTIC STUDENTS ENROLLED IN A COURSE
OTHER THAN A VET FEE HELP ENABLED COURSE**

1. GENERAL PRINCIPLES

- 1.1 The Australian College of Sports Therapy Pty Ltd policy on the refund of tuition fees has been determined to comply with the requirements of the Australian Quality Training Framework 2007 ('AQTF2007'), the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2007 ('the National Code'), the Education Services for Overseas Students Act 2000 ('ESOS Act 2000'), the Education Services for Overseas Student Regulations 2001 ('ESOS Regulations 2001') and the Higher Education Support Act 2003 ('HESA').
- 1.2 This policy applies to equally to commencing and continuing students.
- 1.3 Before a refund can be processed, the funds covering the tuition fee must be available to the College, i.e. cheques and drafts cleared and telegraphic transfers received.
- 1.4 Applications for a refund must be made in writing to the Student Services Administrator, Australian College of Sports Therapy Pty Ltd, Level 6, 341 Queen Street, Melbourne Victoria 3000 AUSTRALIA setting out the reasons for the request and accompanied by supporting documentation.
- 1.5 Refunds will be paid within four (4) weeks of receiving a written claim, including all relevant documentation, from the student. A full refund will be paid within two (2) weeks in the case where the College defaults.

2. REFUNDS

- 2.1 A full refund will be made:
 - (a) In the event that an offer is withdrawn by the College;
 - (b) The College is unable to deliver the course in full;
 - (c) The College is unable to start on the agreed starting date or the course ceases to be provided before it is completed;
 - (d) Where a student was not able to meet a condition required by the College in its letter of offer;
 - (e) Where a student has been excluded by the College for failure to meet course progression rules and where fees were paid in advance of notification of exclusion;
 - (f) Where there is a refusal by the Australian Government authorities to grant a student visa or the visa is not granted in time for the student to commence the course on the agreed start date;
 - (g) When illness or disability prevents the student from taking up the course;
 - (h) When death of a close family member (parent, sibling, spouse or child) occurs;
 - (i) When a political or civil event prevents acquittal of fee; or
 - (j) Other special or extenuating circumstances preventing a student from proceeding provided the request is made prior to the commencement of the course.
- 2.2 Documentary evidence must be provided in support of an application for a refund under any of the above provisions, with the exceptions of 3.1(a), (b) and (c).
- 2.3 A partial refund will be made:
 - (a) Where a student, having paid his or her tuition fees for one semester in advance, gives notice in writing to the Student Services Administrator, at least four (4) weeks prior to commencement of teaching in that semester, of an inability to undertake the course, tuition fees paid in respect of the semester are refundable, less a service charge of \$50, being an administration fee.
 - (b) Where a student gives less than four (4) weeks notice, prior to the commencement of teaching in that semester, of an inability to undertake the course or withdraws less than four (4) weeks prior to commencement of a program, 75% of the prescribed semester fee is refundable, except in the case of a higher 2nd or 3rd round VTAC offer in which case 100% will be refunded less a \$200 administration fee.
 - (c) Where a student gives notice to withdraw after the commencement of teaching in a semester but prior to four (4) weeks from the commencement of teaching in that semester, 50% of the prescribed semester fee is refundable.
- 2.4 No refund will be made if a student withdraws after four (4) weeks following the commencement of teaching in a semester.

3. INTERNATIONAL STUDENTS

- 3.1. If an international student has already arrived in Australia, an *Application for Refund of International Student Fees* form available from the Reception must be completed and submitted to the Student Services Administrator.
- 3.2 Refunds will be made payable to the student (unless otherwise requested in writing). The refund draft will be made payable in Australian dollars and sent to the international student's permanent home country address.
- 3.3 Where a tuition fee has been paid by a sponsoring body or scholarship agency, any refund payable will be made to the sponsoring body or scholarship agency.
- 3.4 Where an international student is transferring to another institution, the refund will be paid direct to the new institution, unless the international student can provide evidence of having paid the tuition fee to that institution.

4. CREDIT POLICY - WITHDRAWALS FROM A SINGLE UNIT

- 4.1 Where a student withdraws from a single unit no monies will be refunded for this unit. Tuition fees are calculated for the provision of courses offered by the College as a total package and not as cumulative fees based on individual subjects.
- 4.2 Credits can be granted for single unit fees paid, less a \$50 administration fee, provided advice of withdrawal is received in writing prior to the commencement of Semester.
- 4.3 Where written notification of withdrawal is received within four (4) weeks from commencement of the unit, a 50% of Credit Roll over, less \$50 administration fee will be applied.
- 4.4 Withdrawal after four (4) weeks from the commencement of the unit will result in 100% forfeiture of fees.

5. WITHDRAWALS BY DEFAULT

- 5.1 Where a student fails to present for classes within the first four (4) weeks from the commencement of a semester and does not lodge withdrawal or deferral paperwork, he/she will be deemed to have withdrawn from the Course and Regulation 2.4 of the Refund Policy shall apply.
- 5.2 Where an International Student fails to meet the course attendance requirements (see Student Diary) resulting in compulsory withdrawal for the course Regulation 3.4 of the Refund Policy shall apply.

6. REVIEW PROCESS RELATED TO FEES REFUND

- 6.1 Information on the College's grievance procedure can be obtained from the Student Services Administrator.
- 6.2 This agreement, 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.