

Refund Policy

Policy Statement

Student refunds will be managed in a fair and equitable manner and the procedures will adhere to all regulatory, State and Commonwealth Governments' guidelines regarding the administration of student fees.

This policy should be read in conjunction with Procedure: Fees, Payment and Refunds where the detail rules and process for the payment of refunds are documented.

Scope

This Refund Policy applies to overseas students studying off shore, and to those students who are 'overseas students' as defined in the National Code. This Refund Policy will also apply to Domestic Students.

Each Student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing Academies Australasia Polytechnic Student Agreement. The terms and conditions set out in this Refund Policy & the Refund Procedures apply equally to commencing and continuing Students unless otherwise specified.

Academies Australasia Polytechnic has the right to amend these terms and conditions at any time to ensure compliance with applicable Australian laws and to amend the non-refundable Administration or Tuition fees.

The funds paid for the Tuition fees must be cleared at the time that an Application for Refund is made by the Student and all debts to Academies Australasia Polytechnic must be paid before any refund to the Student can be made.

Academies Australasia Polytechnic may in its absolute discretion refund to the Student some or all Tuition fees where it determines that there are extenuating or compassionate circumstances. However, this policy, the Student Agreement and the availability of complaints and appeals processes, do not remove the right of Students to take action under Australia's consumer protection laws.

A refund of Tuition fees will only be granted in accordance with this Refund Policy unless otherwise provided by law.

Definitions

Term	Definition
Administration Fee:	The fee payable, if any, set out in the Student Agreement to make an Application to study the Course at Academies Australasia Polytechnic. The Administration Fee is subject to change.
Course:	A Registered course or program offered by Academies Australasia Polytechnic.
Course Fees:	The money received by Academies Australasia Polytechnic for providing the Course to the student and includes: <ul style="list-style-type: none"> • Tuition fees; and • any other amounts the Student has paid, directly or indirectly, to Academies Australasia Polytechnic in order to undertake the Course.
Domestic Student:	Refers to all students who are not overseas fee-paying students.
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
Full-time:	The normal amount of study for a particular Course which is approved by the accrediting authority for the Course.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Student:	A Student who has signed the Student Agreement on their Letter of Offer given by Academies Australasia Polytechnic whether or not they have commenced their studies.
Tuition Fees:	The fees for enrolment in a Course determined by Academies Australasia Polytechnic and advised in both the Student Agreement, and the Letter of Offer attached to the Student Agreement, as being the tuition fees for the Course. The Tuition Fee is subject to change.
Non-Tuition Fees:	Amounts the student has to pay other than Tuition Fees, directly or indirectly to Academies Australasia Polytechnic in order to undertake the course and includes: <ul style="list-style-type: none"> • Administration Fees • Access Card Deposit Fees • Material Fees

Responsibilities

The Finance Manager is responsible for the Refund Policy.

Dissemination

This policy will be disseminated to

- Respective Programs Department.
- Finance Department.
- Third Party Recruiters

Related Documents

- The Procedure: Fees, Payment and Refunds
- Student Handbook
- Student Agreement
- Academies Australasia Polytechnic Website