Procedure: Fees, Payment and Refunds

Purpose
This Procedure describes the rules and processes for payment of fees and refunds.

Scope
This procedure applies to payments and refunds of course fees received from overseas students or intending overseas students. Course fees include any course money collected by education agents on behalf of Academies Australasia Polytechnic. This procedure is also applicable to domestic students.

Definitions

Student
A person who is accepted for enrolment, or enrolled, in an academic program or training delivered by Academies Australasia Polytechnic (includes SMIPA but excludes corporate training/executive development). An Overseas Student is or will be required to hold a student or training visa to undertake or continue the course.

Course fees
Course fees means money Academies Australasia Polytechnic receives, directly or indirectly, from:
(a) an overseas student or intending overseas student; or
(b) another person who pays the money on behalf of an overseas student or intending overseas student; for a course that the provider is providing, or offering to provide, to the student.

It includes:
(a) tuition fees; and
(b) any amount received by Academies Australasia Polytechnic that Academies Australasia Polytechnic is to pay, on behalf of the student, to a private health insurer (within the meaning of the Private Health Insurance Act 2007); and
(c) any other amount that the student had to pay the provider, directly or indirectly, in order to undertake the course.

Education Agent
A person or entity (whether within or outside Australia) who represents or acts on behalf of Academies Australasia Polytechnic, or purports to do so, in dealing with overseas students or intending overseas students.

Agreed Starting Date
The day on which the course was scheduled to start, or a later day agreed between the registered provider for the course and the student.

Default Day
The day on which the course ceased to be provided; or the day on which Academies Australasia Polytechnic refuses to provide, or continue providing, the course to the student.

ESOS
Education Services for Overseas Students

TPS
Tuition Protection Services
## Responsibilities

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<th>Role</th>
<th>Responsibilities</th>
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<tr>
<td>Head of Administration and Student Services</td>
<td>• Issue the Confirmation of Enrolment (CoE)</td>
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<td>• Enrol students</td>
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<td>• Liaise with DIAC on student visa matters such as visa issues, breaches.</td>
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<td>• Perform all compliance reporting according to the TPS guidelines</td>
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<td>Academic Head</td>
<td>• Process and approves withdrawals from programs</td>
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<td>Finance Manager</td>
<td>• Process and approve requests for refunds</td>
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## Action

### Availability of Information

1. Finance Manager will ensure that students and relevant staff have access to the Refunds Policy and Fees, Payments and Refunds Procedure e.g. through Academies Australasia Polytechnic website and student agreement; and the information is provided on a timely basis so that student can make informed decisions.

2. The Head of Administration and Student Services will file the Refund Policy and Procedure in the repository, which can be accessible by all staff.

3. The Head of Administration and Student Services will include the Refund Policy and Fees, Payments and Refunds Procedure in the written agreement with each overseas student, intending overseas student or domestic student.

### Payment of Fees

1. All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees may change so student should confirm with Academies Australasia Polytechnic prior to enrolment. Once enrolled in a course the course fees will remain the same for the normal duration of that course.

2. At a minimum, students must pay the full semester course fees and charges in advance before Academies Australasia Polytechnic issues the Confirmation of Enrolment (COE).

### Non-payment of fees

Academies Australasia Polytechnic reserves the right to take any or all of the following actions should a student not have paid their fees:
- Disable access to computers
- Bar access to lessons
- Bar access to examinations
- Withhold transcripts, certificates and other documents
- Suspend or dismiss the student from the school
- Collect a late payment fee on the amount outstanding
- Pursue legal action to recover debt

**Late Payment of fees**
Students must pay the fees by the enrolment date of each semester. Failure to pay fees by the enrolment date may incur a financial penalty. For every ten (10) days late from date payment is due, students will incur a late payment fee of $100 and is cumulative (e.g. 1-10 days late ($100), 11-20 days late ($200, 21-30 days late ($300), and so on).

**Refunds**
1. Students must provide written notification to the Head of Administration and Student Services where an application is withdrawn or cancelled.
2. Any request for refund must be forwarded in writing to Academies Australasia Polytechnic, addressed to the Head of Administration and Student Services using the Withdrawal Form and Credit/Refund Form.
3. If the student is going to withdraw from the program, he/she must obtain the approval from the Academic Head and send the approved Withdrawal Form together with the Credit/Refund Form to Head of Administration and Student Services within ten (10) working days of notification of withdrawal from the course.
4. Excluding situations mentioned in para (2) on Defaults by Academies Australasia Polytechnic, Academies Australasia Polytechnic will pay the refunds within 4 weeks after receiving from the student the written claim with all the completed relevant supporting documents, and will include a statement explaining how the refund was calculated.
5. Where a refund is due, only the tuition fees paid will be refunded and they will be calculated per the refund schedule, less:
   a. Any cost incurred to recruit the students (if applicable)
   b. Any non-refundable fees.
6. Refunds will be paid to the student, unless written authorization is given by the student in favour of another party.

**No Refunds**
No refund will be given for the following payments:
   a. Money paid by the student to the education agent, which do not constitute course fees and charges by Academies Australasia Polytechnic,
   b. Money paid by the student to the education agent for course fees charged by Academies Australasia Polytechnic but the agent has not forwarded the fund to Academies Australasia Polytechnic account.
   c. Administration fees, unless specified otherwise.
   d. Any amount received by Academies Australasia Polytechnic that Academies Australasia Polytechnic is to pay, on behalf of the student, to a private health insurer
(within the meaning of the Private Health Insurance Act 2007).

e. Fees used to purchase goods and services from other service providers.

f. Any scholarship or promotional amount discounted or provided by Academies Australasia Polytechnic Pty Limited.

Student Default
A student is not eligible for a refund in the event of a student default.

Situations of student default include the following:

a. The student fails to pay an amount he or she was liable to pay Academies Australasia Polytechnic, directly or indirectly, in order to undertake the course;

b. The student breaches a condition of his or her student visa;

c. The student fails to start the course on the agreed starting day or attend classes and fails to inform Academies Australasia Polytechnic in writing; or

d. Misbehaviour by the student.

Defaults by Academies Australasia Polytechnic
1. Situations of Academies Australasia Polytechnic in default include the following:

a. The course does not start on the agreed starting day; or

b. The course ceases to be provided at any time after it starts but before it is completed; or

c. The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities;

and the student has not withdrawn before the default day

2. In the unlikely event that Academies Australasia Polytechnic is unable to deliver the course in full, Academies Australasia Polytechnic will notify the Tuition Protection Service (TPS) Director within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.

3. The student will be offered a place in a suitable alternative course at Academies Australasia Polytechnic or another provider, at no extra cost to the student, or will be provided with a refund of all unexpended prepaid Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.

4. The student has the right to choose whether to receive a refund of the unexpended prepaid Tuition fees, or accept a place in another course at Academies Australasia Polytechnic or at another provider.

5. If Academies Australasia Polytechnic is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that Academies Australasia Polytechnic is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance
with the placement process, a TPS Administrator or service provider will be available to help
the student to place them in a suitable alternative course, or if this is not possible, they will
be eligible for a refund as calculated by the TPS Director.

**Visa refusal**
Where a visa application is refused before commencement of the course, fees received in
advance in respect to Overseas Student Health Cover (OSHC) and accommodation will be
refunded in full. Fees received in respect to tuition will be refunded less the following amount:

The lesser of:
   a. 5% of the total amount of tuition fees received; or
   b. The sum of $500

Where a visa application is refused after commencement of the course, the student will be
refunded the unspent portion of the tuition fees paid in advance.

In both circumstances, the student must show proof of refusal and evidence of payment to
Academies Australasia Polytechnic.

**Withdrawal from course of study**
Notification of withdrawal from a course of student must be made in writing and signed by the
student. A withdrawal administration fee of $250 will be charged for every withdrawal request
submitted. Refund for withdrawal will be calculated based on the date the notice of withdrawal
and refund form received by Academies Australasia Polytechnic and will be as indicated in the
following tables:

**Before commencement of course:**

| More than 4 weeks before course commencement | 70% refund of course fees paid (For Bachelor of Tourism and Hospitality: 70% refund of course fees paid less $1,000 non-refundable tuition fees) |
| 4 weeks or less before course commencement | 50% refund of course fees paid (For Bachelor of Tourism and Hospitality: 50% refund of course fees paid less $1,000 non-refundable tuition fees) |

**After commencement of course:**

No Refund
Related Documents

a. Refunds Procedures
b. Student Handbook
c. Academies Australasia Polytechnic Website
d. Deferral, Cancellation and Suspension Procedures
e. Complaints and Appeals Policy and Procedures
f. SMIPA Fees Structure and Refunds
g. Academies Australasia Polytechnic Credit/Refund Form
h. Academies Australasia Polytechnic Refund Calculation Statement
i. Academies Australasia Polytechnic Withdrawal Form
j. Fee Settings Policy