

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 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.
Course fees	The money received by Academies Australasia Polytechnic for providing the Course to the student and includes: (a) tuition fees; and (b) non-tuition fees
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 students or intending students.
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
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.
Fee Schedule	List of Tuition fees and Non-Tuition 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. The Fee Schedule is updated

	from time to time.
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.
Enrolled	Student with a valid COE and no outstanding fees.
ESOS	Education Services for Overseas Students
TPS	Tuition Protection Services
DIBP	Department of Immigration and Border Protection

Responsibilities

Head of Administration and Student Services	<ul style="list-style-type: none"> • Issue the Confirmation of Enrolment (CoE) • Enrol students • Liaise with DIBP on student visa matters such as visa issues, breaches. • Perform all compliance reporting according to the TPS guidelines
Academic Head	<ul style="list-style-type: none"> • Process and approves withdrawals from programs
Finance Manager	<ul style="list-style-type: none"> • Process and approve requests for refunds

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 published Fee Schedule. Fees may change from time to time so student should confirm with Academies Australasia Polytechnic prior to commencement of their course. 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 in full the first semester (2 terms for VET courses) 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
- 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), until the fees are paid in full).

Refunds

1. 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 and signed by the student.
2. If the student is going to withdraw from his/her enrolled 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.
3. Academies Australasia Polytechnic will pay the refunds within twenty (20) working days after receiving from the student the Credit/Refund Form complete with all the relevant supporting documents. A statement explaining how the refund was calculated will accompany the payment to the student. Refunds will not be processed if supporting documentation is incomplete.
4. Circumstances where a refund may be approved:
 - a. Visa Refusal;
 - b. Approved withdrawal from all studies;
 - c. Illness or disability that prevents the student from taking up the course;
 - d. a student fails to meet entry requirements for admission to the course;
 - e. Special or extenuating circumstances that are accepted at the discretion of the Chief Executive Officer, or his/her nominees as preventing a student from taking up or completing the course.

5. Where a refund is due, course fees paid will be refunded and they will be calculated per refund procedures, 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. Any refund will normally be made in the currency of the student's country of permanent residence and payable in that country. Exceptions include non-tradable currencies (where the refund would normally then be paid in USD) or payment to another Australian educational institution. Academies Australasia Polytechnic is not liable for any variance from the foreign exchange rates fluctuations.
7. Where a student is dissatisfied with a decision to provide or not to provide a refund, he or she may appeal that decision in accordance with the Complaints and Appeals Process.

No Refunds

No refund will be given for the following:

- 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 or any other parties intended for Academies Australasia Polytechnic for course fees charged by Academies Australasia Polytechnic but not receipted by Academies Australasia Polytechnic.
- c. Administration fees or any non-refundable fees, unless specified otherwise.
- d. Any amount received by Academies Australasia Polytechnic that Academies Australasia Polytechnic has paid, 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 (i.e. Textbooks, Materials, etc.).
- 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;
- d. Misbehaviour by the student; or
- e. The student withdraws from the course after course commencement.

Defaults by Academies Australasia Polytechnic

1. Tuition Fees and any administration fees will be refunded in full where:
 - a. The course does not start on the agreed starting day as specified in the Letter of Offer; or
 - b. An offer of a place is withdrawn by Academies Australasia Polytechnic prior to commencement and no incorrect or incomplete information has been provided by the student.

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) working days of the Provider default and will have a period of ten (10) working days to satisfy its tuition protection obligations in relation to an affected student.
 - a. 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 ten (10) working days from which the course ceased being provided.
 - b. 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.

3. 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.

4. If the student has not withdrawn from the course and:
 - a. The course ceases to be provided at any time after it starts but before it is completed; or
 - b. The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities;the student is entitled to a refund of the unexpended prepaid tuition fees.

5. A student is not entitled to any consideration of provider default if the student is not enrolled.

Visa refusal

1. 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
2. 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 must be paid for every withdrawal request submitted. Refund for any withdrawal will be calculated based on the date the notice of withdrawal form and refund form complete with all relevant documentation were 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 \$3,000 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 \$3,000 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