


POLICY		
<p>Ref. to Legislative Frameworks:</p> <p>HESF2015: Standard 6.1, 6.2 & 7.2</p> <p>SRTO2015: Standard 7.3, 7.4 & 8.5</p> <p>National Code 18: Standard 3 & 13</p>	Refund of Fees	
Version: 8.3	Policy Owner: Chief Executive Officer (CEO)	Issued on: 27/12/2017 Review by: 27/12/2020

Revision History

Current Version	Description of Change	Policy Developer	Effective Date
8.3	Added reference to National Code 2018	General Manager, Operations and Risk Management	27/12/2017

PURPOSE

The Refund Policy describes the principles by which Academies Australasia Polytechnic (AAPoly) manage the refund of fees paid by a student, in compliance with the regulatory requirements under which AAPoly operates.

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 the procedure on Fee Payment and Refund where the rules and process for the payment of refunds are elaborated.

SCOPE

This Refund Policy applies to students in Australia who are 'overseas students' as defined in the National Code 2018 (also referred to as 'international students'), domestic students and offshore-based students enrolled in AAPoly's Higher Education and Vocational Education and Training (VET) courses.

Each student acknowledges and agrees to the terms and conditions of the Refund Policy and Procedure on signing the AAPoly Student Agreement at the time of their enrolment. The terms and conditions set out in this Refund Policy and the pursuant Fee Payment and Refund Procedure apply equally to commencing and continuing students unless otherwise specified.

DEFINITIONS

Administration Fee	The fee payable, if any, set out in the Student Agreement to make an application to study a course offered by AAPoly. The Administration Fee is subject to change and non-refundable.
Course	An accredited/registered course (interchangeably referred to as 'Program') of studies offered by AAPoly
Course Fees	The money received by AAPoly 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 AAPoly to undertake the Course.
Domestic Students	All students who are not overseas students
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Student	A person over 18 years old who has signed the Student Agreement on their Letter of Offer given by AAPoly whether they have commenced their studies.
Tuition Fees	The fees for enrolment in a Course determined by AAPoly 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	The amount that Students has to pay other than Tuition Fees, directly or indirectly to AAPoly to undertake a course, including: <ul style="list-style-type: none"> • Administration Fees (non-refundable) • Access Card Deposit Fees (refundable) • Material Fees (non-refundable)

POLICY

1. The funds paid for the Tuition fees must have been cleared at the time that an Application for Refund is made by the student.
2. All debts to AAPoly must have been paid in full before any refund to the student can be made.
3. AAPoly may in its absolute discretion refund to the student some or all Tuition fees where it is determined that there are extenuating or compassionate circumstances.
4. A refund of Tuition fees will be granted only in accordance with this Refund Policy unless otherwise provided by law.
5. AAPoly has the right to amend these terms and conditions at any time to ensure compliance with applicable Australian laws, including the non-refundable Administration or Tuition fees.
6. This policy and the pursuant procedure, the Student Agreement and availability of complaints and appeals processes, do not remove the right of students to take action under Australia's consumer protection laws.

RESPONSIBILITIES

- The Finance Manager is responsible for the Refund of Fees Policy and for ensuring the Finance team, Academic Dean and relevant Heads of Departments have access to and understand the policy.
- The Marketing Managers are responsible for understanding the Refund of Fees Policy and disseminating it to the third-party recruiters/agents. Subsequently the Marketing Managers are responsible for monitoring the implementation of the policy by the third-party recruiters/agents within their respective scope of responsibilities.

FEEDBACK

Queries or comments about this policy should be emailed to the Finance Manager through finance@aapoly.edu.au. The Finance Manager will respond in writing within two (2) weeks from the receipt of the email, unless an urgent or immediate response is required.

References

Source	Document Title	Version/Date
Internal	AAPoly Code of Conduct for Staff	v. 5.0 (Jan. 2015)
	AAPoly Fee Payment and Refund Procedure	v. 10.2/27122017
	AAPoly Student Agreement	Current version
	AAPoly Student Handbook	v. 17.0/21122017
	Academies Australasia Group Corporate Governance Statement	Annual Report 2016/2017 on www.academies.edu.au
External	ASQA Standards for Registered Training Organisations	2015
	Higher Education Standards Framework	2015
	National Code of Practice for Providers of Education and Training to Overseas Students	2018