CANCELLATION AND REFUND POLICY AND PROCEDURE

1 APPLICATION PROCESS – ALL STUDENTS
   The application process of the ACPE Academy (‘the Academy’) commences with the applicant submitting an Application for Admission. This is assessed by suitably trained staff to ascertain the applicant's eligibility for entry to the preferred course.
   If the applicant satisfies the relevant entry criteria, an Offer of Admission is issued with an Acceptance of Offer and important supportive documentation, including a list of fees due and a summary of the Cancellation and Refund Policy. The Acceptance of Offer must be signed by the applicant (or his/her parents/guardians if the applicant is under 18 years of age) and submitted to the Academy before fees can be accepted. The Acceptance of Offer then becomes the Contract of Enrolment (‘The Contract’).

2 CANCELLATION POLICY – INTERNATIONAL STUDENTS
   If after commencing the studies, the student chooses to cancel the Contract before completion of the qualification, he/she may remain liable to pay the tuition fees for services already delivered and the costs incurred by the Academy in recovering any outstanding monies, including debt collection agency fees and solicitors’ costs, if applicable.
   All notifications of withdrawal from the Contract must be made in writing to the National Head of Academy. The Academy will then advise the Department of Immigration and Border Protection (DI BP) as the student's visa will be affected.
   A student wishing to cancel his/her enrolment in order to transfer to another training provider prior to having completed at least six months of the principal course of study applicable to his/her visa, should refer to the Student Transfer Policy and Procedure for further information.

3 REFUND POLICY – INTERNATIONAL STUDENTS
   When the Offer of Admission is issued to each approved applicant, it is accompanied by supportive documentation including the Cancellation and Refund Policy, and the Acceptance of Offer which when signed and submitted becomes the Contract of Enrolment (‘The Contract’).
   In the event of a dispute between an individual student and the Academy in relation to payment or refund of moneys, grievance procedures are in place to help resolve the dispute. Any queries relating to tuition fees and other charges payable to the Academy or refunds will initially be dealt with by the Campus Bursar. If the student remains dissatisfied with the outcome, he/she may make a formal complaint. (Refer to Complaints and Appeals Policy and Procedure for further information.)
   The Contract, and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

3.1 Tuition Fees Refunds Policy
   If after commencing the studies, the student chooses to cancel the Contract before completion of the qualification, he/she may remain liable to pay the full course tuition fees and any expenses, costs or disbursements incurred by the Academy in recovering any outstanding monies, including debt collection agency fees and solicitors’ costs, if applicable.
   i) All requests for refunds must be made in writing to the Director of Studies.
   ii) Enrolment fees are non-refundable.
   iii) The Academy agrees to refund within 4 weeks (28 days) and without deduction, all tuition fees paid where the applicant produces certified evidence that the application made for a student visa has been rejected by the Australian Immigration authorities.
iv) Where a student’s course of study is terminated for a serious breach of the Academy’s policies, rules and regulations, there will be no refund of any moneys paid. (Information on the Academy’s policies, rules and regulations is located on the website www.acpeacademy.edu.au.)

v) Where a student fails to meet the Academy’s attendance and/or academic progression rules and is not permitted by the Academy to maintain enrolment in his/her course, the student will be eligible for a refund of the tuition fees paid to date less the total cost of the tuition services provided before the date of exclusion from the Academy.

vi) The Academy agrees to refund within 4 weeks (28 days) of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and as detailed below.

   a) If written notice is received 28 days or more before the date of course commencement, then a non-refundable amount equivalent to 30% of the tuition fee will be applicable to all enrolments.

   b) If written notice is received 27 days or less before the date of course commencement, then a non-refundable amount equivalent to 50% of the tuition fee will be applicable to all enrolments.

   c) If written notice is received on or after the date of course commencement, there will be no refund of any moneys paid unless the National Head of Academy deems that exceptional circumstances apply.

   d) The refund will be made payable to the student, unless he/she gives written direction to the Academy to pay the refund to someone else. Provision of the refund will be in the same currency as that in which the fees were received unless payment in that currency is impracticable. The claimant will be provided with a written statement that explains how the refund amount was calculated.

vii) In the event that the Academy is unable to deliver the course or its mandatory endorsed replacement in full, the student will be offered a refund of the tuition fees paid to date less the total cost for the tuition services provided before the default day. The refund will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course by the Academy. He/she has the right to choose whether he/she would prefer a refund of unused pre-paid tuition fees, or to accept a place in another course. If he/she chooses placement in another course, the Academy will ask him/her to sign a document to indicate acceptance of the placement.

If the Academy is unable to provide a refund or place the student in another course, the Tuition Protection Service (TPS) will place him/her in a suitable alternative course. If there are no suitable alternative courses or offers, he/she may apply to the TPS for a refund of the amount of any unspent tuition fees paid the Academy.

3.2 Homestay/Lodge Refunds Policy

   i) If a student cancels his/her accommodation booking less than 7 days before arrival, he/she will be charged the Accommodation/Homestay Placement Fee (if applicable), plus a cancellation fee equivalent to 1 week of accommodation.

   ii) If a student cancels his/her accommodation after arrival, 4 weeks of notice is required; any accommodation fees in excess of the notice period will be refunded less a 10% administration fee.

3.3 Overseas Student Health Cover (OSHC) Refunds Policy

   If the applicant has not arrived in Australia, the Academy will refund the OSHC directly. If the applicant has arrived in Australia and is:

   i) discontinuing studies and returning home;

   ii) transferring to another provider; or

   iii) no longer on a student visa,
then Allianz Global Assistance will organise the refund.

Refunds are processed on a pro-rata monthly basis. Refunds are calculated using a linear calculation. Refund forms are available on the Allianz Global Assistance OSHC at https://www.oshcallianzassistance.com.au/default.aspx.

3.4 Airport Pickup Refunds Policy

For cancellations less than 48 hours before arrival, no refund will apply. However, if when a student arrives at the airport, the Airport Pick Up service provider cannot be located, the student should contact the 24-hour phone number provided. In such circumstances, the Academy agrees that if the student has advised our emergency contact that they have not been met at the Airport, and alternative arrangements have not been made, then a full refund of this service fee will apply.

4 CANCELLATION AND REFUND POLICY – LOCAL STUDENTS WITHIN VET FEE-HELP ELIGIBLE COURSES

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

i) 100% of tuition fees paid for that unit will be refunded to the student; and

ii) the student will not incur a VET FEE-HELP debt.

The Academy will refund within 4 weeks (28 days) of the receipt of written notice of withdrawal by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student for the relevant units of study.

In the event of a student withdrawing from a unit of study after census date for that unit of study:

i) no refund is applicable; and/or

ii) the student will incur a VET FEE-HELP debt.

A student who withdraws after the census date for a unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a FEE-HELP Balance, located on the Academy’s website.

5 CANCELLATION POLICY – LOCAL STUDENTS WITHIN NON VET FEE-HELP ELIGIBLE COURSES

If after commencing the studies, the student chooses to cancel the Contract before completion of the qualification, he/she may remain liable to pay the full course tuition fees and any expenses, costs or disbursements incurred by the Academy in recovering any outstanding monies, including debt collection agency fees and solicitors' costs.

All notifications of withdrawal from the Contract must be made in writing to the National Head of Academy.

6 REFUND POLICY – LOCAL STUDENTS WITHIN NON VET FEE-HELP ELIGIBLE COURSES

When the Offer of Admission is issued to each approved applicant, it is accompanied by supportive documentation including the Cancellation and Refund Policy, and the Acceptance of Offer which when signed and submitted becomes the Contract of Enrolment (‘The Contract’).

In the event of a dispute between an individual student and the Academy in relation to payment or refund of moneys, grievance procedures are in place to help resolve the dispute. Any queries relating to tuition fees and other charges payable to the Academy, or refunds will initially be dealt with by the Campus Bursar. If the student remains dissatisfied with the outcome, he/she may make a formal complaint. (Refer to Complaints and Appeals Policy and Procedure for further information.)

The Contract, and the availability of the complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.
6.1 Tuition Fees Refund Policy

If after commencing the course, a student decides to discontinue his/her enrolment before completion, he/she may remain liable to pay the full course tuition fees and any expenses, costs or disbursements incurred by the Academy in recovering any outstanding monies, including debt collection agency fees and solicitors' costs.

i) All requests for refunds must be made in writing to the National Head of Academy.

ii) Enrolment fees are non-refundable.

iii) Where a student’s course of study is terminated for a serious breach of the Academy’s policies, rules and regulations, there will be no refund of any moneys paid. (Information on the Academy’s policies, rules and regulations is located on the website www.acpeacademy.edu.au.)

iv) Where a student fails to meet the Academy’s attendance and/or academic progression rules and is not permitted by the Academy to maintain enrolment in his/her course, the student will be eligible for a refund of the tuition fees paid to date less the total cost of the tuition services provided before the date of exclusion from the Academy.

v) The Academy agrees to refund within 4 weeks (28 days) of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and as detailed below.

a) If written notice is received 4 weeks or more before the start date of the course, then a non-refundable amount equivalent to 30% of the tuition fee of the course or first course within a package of courses shall be applicable.

b) If written notice is received less than 4 weeks before the start date of the course, then a non-refundable amount equivalent to 50% of the tuition fee of the course or first course within a package of courses shall be applicable.

c) If written notice is received on or after the start date of the course, there will be no refund of any monies paid in relation to that course unless the Head of College deems that exceptional circumstances apply.

d) If the course is part of a package of courses, then any monies paid in relation to other courses within that package that have not yet been commenced will be refunded subject to Clauses a) or b) above.

e) In the event that the Academy is unable to deliver a course or its mandatory endorsed replacement in full, the student will be offered a refund of the tuition fees paid to date less the total cost for the tuition services provided before the default day. The refund will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course by the Academy. He/she has the right to choose whether he/she would prefer a refund of unused tuition fees, or to accept a place in another course. If he/she chooses placement in another course, the Academy will ask him/her to sign a document to indicate acceptance of the placement. If the Academy is unable to provide a refund or place the student in an alternative course our Tuition Assurance Scheme (TAS) provider will place him/her in a suitable alternative course.

f) The refund will be made payable to the original payee, unless that person gives written direction to the Academy to pay the refund to someone else. The claimant will be provided with a written statement that explains how the refund amount was calculated.
7 TIME LIMITS
The Academy is unlikely to consider an application for a refund from a former student whose enrolment was finalised 6 months or more prior to the time of application.

8 RECORDS
A copy of all related documentation, including the brief written report in relation to the outcome, will be retained on the student’s file.

9 PUBLICATION
This refund policy will be made available to students and prospective students by publication on the Academy’s website (www.acpeacademy.edu.au). It is also outlined in the Academy’s brochures, and within the Student Information Handout.

The Academy’s Offer of Admission will be accompanied by details of this Cancellation and Refund Policy.

9.1 Version Information

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