

# Refund Policy

## Scope of Policy

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This policy applies to the refund of unspent tuition fees that have been paid to ACAP or NCPS by prospective and current students of College vocational education and training and higher education courses.

## Domestic Students

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### New Students

- New students who withdraw or vary their enrolment on or before the relevant Census Date will receive a refund of any tuition fees paid upfront in relation to the withdrawal or variation to enrolment application. Refunds of upfront tuition fees will be processed within 21 days of the application being approved.
- New students who have applied for FEE-HELP or VET FEE-HELP and withdraw from their study with ACAP or NCPS on or before the relevant Census date will not incur a FEE-HELP or VET FEE-HELP debt for the units or modules from which they have withdrawn.<sup>1</sup>
- Students who withdraw from their studies after the relevant Census Date will be liable for their tuition fees paid upfront or will incur a FEE-HELP or VET FEE-HELP debt for their enrolment in that period, unless special circumstances apply.<sup>1</sup>

Information on the FEE-HELP Review and Appeals Procedure is available on the College website (see [ACAP > a-z policies](#), [NCPS > policies and forms](#)).

### Re-enrolling Students

- Re-enrolling students who withdraw or vary their enrolment on or before the relevant Census Date will receive a refund of any tuition fees paid upfront in relation to the withdrawal or variation to enrolment application. Refunds of upfront tuition fees will be processed within 21 days of the application being approved.
- Re-enrolling students who have applied for FEE-HELP or VET FEE-HELP and withdraw from their study on or before the relevant Census date will not incur a FEE-HELP or VET FEE-HELP debt for the units or modules from which they have withdrawn.<sup>1</sup>

Information on Census Dates is available on the College website see [ACAP > keydates](#), [NCPS > keydates](#)).

Note: A Late Fee of \$50 for Higher Education Courses and \$50 for VET courses is applicable for variations to unit/subject/module enrolment(s) made after the commencement of term and before the Census date. This Late Fee does not apply to withdrawal from units before the census date. Re-enrolling students who withdraw from their studies after the relevant Census Date will be liable for their tuition fees paid upfront or will incur a FEE-HELP or VET FEE-HELP debt for their enrolment in that period, unless special circumstances apply.<sup>1</sup>

Information on the FEE-HELP Review and Appeals Procedure is available on the College website (see [ACAP > a-z policies](#), [NCPS > policies and forms](#)).

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<sup>1</sup> To be eligible for FEE-HELP or VET FEE-HELP assistance, you must be either an Australian Citizen or Permanent Humanitarian VISA holder. For further information please visit to <http://studyassist.gov.au/sites/StudyAssist/>

## International Students

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### New and Re-enrolling

- International students who withdraw or defer from their study will be eligible for a refund of their tuition fees less any cancellation fees applicable from the list below.

#### Before course commencement date

- Students that withdraw or vary their enrolment before the commencement of term will receive a refund of any tuition fees paid up front. The refund will be in relation to the withdrawal or variation to enrolment application and it will be refunded within 21 days of the application being approved.

#### After course commencement

- Students who withdraw from their studies after the commencement of term but before the census date will receive a refund of their paid tuition fees for that term less a \$250 late fee unless:
  - special circumstances apply, and/or
  - the student commenced in Trimester 2, 2014 and thereafter and has prior paid to the College the non-refundable \$250 enrolment fee.
- Students who withdraw from their studies after the relevant Census Date will be liable for all tuition fees payable for enrolment in that term unless special circumstances apply.

### Packaged Programs

- International students who satisfactorily complete the pre-requisite course of a packaged program and have received a Confirmation of Enrolment, but choose not to enrol in the principal College course will not receive a refund.
- International students who fail to satisfactorily fulfil requirements and/or conditions for admission to the offered course (including failure to complete the pre-requisite course in a packaged program) and fail to gain admission to another course, will receive a refund of 80% of the initial deposit upon written application.

### Tuition Assurance Information for Domestic or International students

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ACAP and NCPS are members of the Australian Government approved Tuition Assurance Schemes of the Australian Council for Private Education and Training (ACPET) for domestic students and conforms to the requirements of the Australian Government's Tuition Protection Service (TPS) for overseas students. This assures current and intending students of NPI courses that lead to an ACAP or NCPS issued AQF award that they will be offered a suitable alternative course or have their course money refunded if the College cannot provide the course for which the student has paid.

Further information on the tuition assurance scheme arrangements for domestic students is provided on the College website at:

#### ACAP

- <http://www.acap.edu.au/current-students/managing-my-course/tuition-fees/> (see link to 'Statement of Higher Education Tuition Assurance (ASTAS)' and 'Statement of VET Tuition Assurance' near base of web page)

#### NCPS

- <http://www.ncps.edu.au/current-students/tuition-fees/> (see link to 'Statement of Higher Education Tuition Assurance (ASTAS)' near base of web page).

For further information on the role of ACPET [click here](#).

For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students [click here](#).

## Refund/Withdrawal Forms

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Students applying for a refund of upfront tuition fees and/or a remission of FEE-HELP or VET FEE-HELP tuition fees please use the form listed below as applicable. All forms are available from the 'forms' section of the College website (see [ACAP > a-z forms](#), [NCPS > policies and forms](#)).

- Deferral of Study (online form)
- Application for Withdrawal from Unit/Module (after census) (online form)
- Special Circumstances Form.

Students applying for a refund or remission of tuition fees should also ensure they have read the Student Rules on Enrolment provided on the College website (see [ACAP > enrolment](#), [NCPS > policies and forms](#)).

Students applying for a remission of FEE-HELP or VET FEE-HELP tuition fees should first read the College FEE-HELP Review and Appeals Procedures (see [ACAP > a-z policies](#), [NCPS > policies and forms](#)).

## Lodging a Refund Related Grievance/Complaint or Appeal

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For information about lodging a grievance/complaint or appeal concerning the refund of upfront tuition fees refer to the College *Non-Academic Grievance and Appeals Policy and Procedures* (see [ACAP > a-z policies](#), [NCPS > policies and forms](#)).

For information about lodging a grievance/complaint or appeal concerning the remission of FEE-HELP or VET FEE-HELP tuition fees/debts refer to the College *FEE-HELP Review and Appeals Procedures* (see [ACAP > a-z policies](#), [NCPS > policies and forms](#)).

The availability of these complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

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