

REFUND OF TUITION FEES FOR OVERSEAS STUDENTS

Policy

The AMPA policy on the refund of tuition fees and other course money for international students has been developed in accordance with the policy on Fee Refunds established by the *Education Services for Overseas Students Act (2000)* and the *National Code (2007)*.

This policy applies only to all commencing and continuing international students, irrespective of who has paid the tuition fees.

This agreement and availability of complaints and appeals processes does not remove the right of the student to take action under Australia's Consumer Protection Laws.

Procedures

AMPA has developed the following procedures to ensure that all international students are aware of the refund conditions; how to apply for a refund; how, and to whom the monies will be refunded; and any additional charges.

Students and prospective students are made aware of these conditions as part of their application process and their enrolment session.

Students are encouraged to read the following conditions carefully:

1. To apply for a refund, you must complete a Refund Application form and submit it to the AMPA Administration Office.
2. A refund will be made only after you have returned the enrolment documentation and completed the Indemnity and Release form.
3. Tuition fees are refundable in full, less enrolment fee, audition fee and administration costs if a Visa application is rejected and the official rejection advice is made available to AMPA. These administrative costs make up 10% of tuition fees.
4. If you cancel your enrolment more than 28 days before enrolment date, AMPA will refund 90% of tuition fees within 21 days of Refund Application being submitted.
5. If you cancel your enrolment less than 28 days before enrolment date, AMPA will refund 75% of the tuition fees within 21 days of the Refund Application being submitted.
6. If you cancel your enrolment on or after enrolment date, the tuition fees WILL NOT be refunded. No exceptions will be made to this regulation.
7. AMPA reserves the right to cancel or defer courses, and to alter course timetables and class locations. A course deferral or cancellation constitutes provider default, and will attract all provisions associated with it.

8. Monies to be refunded will be paid directly to the banking source from which they were received.
9. A refund in respect of an enrolment received through an agent will normally be made to you through that agent (this is irrespective of age).
10. Refunded fees in the case of student default will also incur an additional administration charge of 5% of the original course fee.
11. Refunded fees in the case of provider default will NOT incur any additional administration charge.
12. If AMPA, as a provider, defaults, the full amount will be refunded within 14 days of Refund Application being submitted.