

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 (2018)*.

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, students must complete a Refund Application form and submit it to the AMPA Administration Office.
2. A refund will be made only after students 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 12 weeks before the census date, AMPA will refund 75% of tuition fees
5. If you cancel your enrolment less than 12 weeks but more than 8 weeks before the census date, AMPA will refund 50% of the tuition fees.
6. If you cancel your enrolment less than 8 weeks before the census date, AMPA will refund 25% of the tuition fees.
7. If you cancel your enrolment on or after census date, the tuition fees WILL NOT be refunded. No exceptions will be made to this regulation.
8. 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.
9. Monies to be refunded will be paid directly to the banking source from which they were received.
10. 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).
11. Refunded fees in the case of student default will also incur an additional administration charge of 5% of the original course fee.
12. Refunded fees in the case of provider default will NOT incur any additional administration charge.

13. Refund payments will be made within 21 days of an approved Refund Application being submitted.
14. Students withdrawing prior to completion of their course may seek a refund of the unused portion of their fees from their Overseas Health Cover (OSHC) provider.

Provider Default

In the unlikely event that AMPA is unable to deliver the agreed course in full, the student will be offered a refund of the unused portion of the prepaid tuition fees. The refund will be paid within 14 days of the day on which the course ceased being provided.

Alternatively, the student may be offered enrolment in an alternative course by AMPA at no extra cost. The student has the right to choose a full refund of tuition fees, or to accept a place in another course. If a placement in another course is chosen the student will be asked to sign an offer letter indicating acceptance of the placement.

If AMPA is unable to provide a refund, or place the student in an alternative course, then, under Division 3, the Tuition Protection Services, TPS Director will provide the student with options for suitable alternative courses (if any such courses are available). AMPA will notify, in writing, the Secretary and the TPS Director of the default within 3 business days of the default occurring. Group Colleges Australia will also notify, in writing, the students to whom the default has affected.

Under Division 4 (ESOS Tuition Protection Services and other measures) ACT 2012, payments can be made out of the Overseas Students Tuition Fund to refund international students, and to reimburse providers who provide international students with alternative courses, if AMPA has failed to discharge its obligations (this is called making a call on the OSTF).