

## **Domestic Fee for Service Student Refund Policy V2.6 July 2017**

The following terms and conditions and refund policy relate to all domestic Fee for Service Australian students studying at Australian Professional Skills Institute. They must be read, understood and accepted by the applicant or any person acting on their behalf including education agent or parent/guardian if the applicant is under 18 years of age.

The applicant acknowledges all information and supporting documents provided in the application is true and accurate. By signing on this terms and conditions of enrolment, the applicant enters an agreement with APSI and accepts the following terms and conditions including refund policy of APSI. This agreement and the availability of complaints and appeals processes do not remove the right to take further action under Australia's consumer protection laws. The Institute's dispute processes do not circumscribe the applicant's right to pursue other legal remedies.

### **COURSE FEES AND OTHER FEES PAYABLE**

All fees and charges are payable in Australian dollars in accordance with APSI's schedule of fees. Course tuition fees are GST exempt. All fees and charges are correct at the time of printing. APSI reserves the right to vary the fees at any time without prior notice.

Tuition fees do not cover other charges such as registration fee, resource/material fee, textbooks, uniform, stationery. Please refer to APSI fee schedule for details. If the student is deemed Not Yet Competent or misses the scheduled class listed on their timetable, the student is required to discuss with the course co-ordinator to re-sit the whole unit. Please refer to miscellaneous fees and charges for unit re-sit.

Payment of fees is required on or by the due date as notified in writing by APSI or as per student invoice. Penalty fees of \$50 per week will be applied to all late payment. Please refer to miscellaneous fees schedule.

All course fees are non-transferrable except in cases of documented ill health and may only be transferred to other courses within APSI or at the discretion of APSI's management.

APSI reserves the right to accept or reject any application for enrolment at its discretion.

APSI reserves the right to cancel any course prior to the commencement of the course should it deem necessary and a full refund of all payments will be given to the applicant.

APSI reserves the right to withhold any testamur or Statement of Attainment attained by the student if student fees remain outstanding.

Students are required to pay the fees according to student invoice fee due dates including public holidays, semester break or during workplace training period.

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<b>Reason for Refund</b>	<b>Notification Period</b>	<b>Refund on tuition fees paid</b>
Student withdraws due to personal reasons	More than 4 weeks before course commencement date	Full refund less \$200 for administrative expenses
	After course commencement and up to the first week (census date)	Full refund less \$300 for administrative expenses
	1 week after the course commencement	No refund
Student withdraws or no show on course commencement date	1 week after the course commencement	No refund
APSI withdraws a student from the course because the student has seriously breached APSI's college rule	After course commencement date	No refund
APSI withdraws offer or fails to provide program offered or terminates an Education Service	Before course commencement date	Full Refund
APSI withdraws offer or fails to provide program offered or terminates an Education Service	After course commencement date	Full refund less pro rata of tuition fees used calculated on a weekly basis.

**Note: All domestic students are allowed to pay the tuition fees in monthly instalments and each instalment payment must be less than \$1000. Following course commencement, APSI may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500.**

**The registration fee of \$250 is non-refundable and must be paid before course commencement.**

Notification of cancellation must be submitted in writing by using the APSI Course Cancellation and Refund Application Form.

Refunds are made in accordance with the refund policy above and full refunds of amounts will be made payable to the student or nominated bank account within 14 days of receipt of the notification.

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If student is transferring to another institution approved by APSI, APSI may choose to transfer the refund to the receiving institution. No refund will be paid to a third party unless it is indicated at the time the refund application is lodged. A statement on how the refund is calculated will be sent with the confirmation of payment.

Other fees paid in advance such as resource fee will be refunded in full if that service has not been used.

A notice of withdrawal due to illness or disability, death of a close family member, political or civil event that prevents acquittal may be accepted as grounds for either a total or partial refund of fees. Supporting documentary evidence must be provided at the time of application for refund and the amount of refund will be at the discretion of APSI management.

The above refund policy is subject to review as required.

Students may lodge an internal appeal against refund calculation by completing a Refund Appeal Form which is available for download via our website. Students must allow 5 working days to process all appeals. APSI will provide a written response to the appeals. If students are not satisfied they may use the Institute's external appeal process or include an outside party of their choice as their own expense.

### **LATE PAYMENT OF FEES**

1 weeks prior to fees due date - APSI will send a fee due reminder to the student via internal email. 1st week after due date - APSI sends fees overdue warning letter with A\$50 penalty fees. End of two weeks warning period - APSI issues Notification of Cancellation letter and the student's enrolment will be cancelled.

**MISCELLANEOUS FEES / CHARGES** **V2.1 As of 1 February 2017**

Item	Fees
*Withdrawal Administration Fee for current student on a valid CoE (withdraw before the course end date on CoE) ( <i>International student only</i> )	\$250
RPL assessment fee per unit – fees to be paid in advance before RPL process	\$300 per unit
*Credit Transfer / RPL credit discount fee (if successful)	\$100 per unit
*Credit Transfer discount on resource fee (if successful) – no refund on cookery resource fee	\$20 per unit
Single stand-alone unit for students to get dual qualifications (no extra resources required)	\$200 per unit
Dual Certificate issuance – no extra unit required	\$200 for additional qualification
Unit Resit Fee (reschedule the unit at another time which is not on the original timetable)	\$300 per unit
Assessment late submission fee – refer to student handbook	\$25 per week per assessment
Assessment re-sit (For those who missed 50% of the unit) Assessment only fees, no participation – refer to student handbook	\$150 per unit
Reissue of Statement of Attainment or Certificate/Diploma	\$50 per qualification
Reissue of student ID Card or work experience ID card	\$20 per card
*Payment Plan Administration fee (for more payments than what was stated on the offer letter) <b>subject to management approval</b>	\$100 added to the total invoice
Late tuition fee payment penalty Fee (Max penalty 4 weeks late and course enrolment will be automatically cancelled)	\$50 per week from <b>Invoice Issue Date</b>
Enrolment reinstatement fee after cancellation of the course	\$250 per reinstatement
*Course variation Fee, change of course after commencement, CoE extension and re-issue of new CoE	\$250 per variation of CoE
*Holiday Request / Timetable reschedule	\$100 per transaction
Credit Card / EFPTOS Processing Fee	4% of total amount
Lamination A4 (per page)	\$5 per page
Office Phone (emergency local only)	\$0.50 per call
Photocopy / printing (Black and White)	\$0.2 per page (either one side or duplex)
Printing (colour)	\$1 per page (one side or duplex)
Registered post handling fee for certificate	\$100 Overseas \$10 within Australia
Chef hat with APSI logo	\$20 per piece
Chef Neckerchief	\$10 per piece
Additional hospitality/aged care Shirt	\$30 per piece
Magnetic PHA name badge	\$30 per piece