

INTERNATIONAL STUDENTS REFUND POLICY

V3.2 April 2017

The following refund policy relate to all international students on student visa studying at Australian Professional Skills Institute (hereinafter refer to as APSI). 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.

APSI reserves the right to vary terms and conditions of enrolment as may be necessary to comply with any laws, regulations or amendment of the Australian Government and the State of Western Australia.

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

1. All fees and charges are payable in Australian dollars prior to commencement of the course in accordance with APSI's schedule of fees. Course 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.
2. Application fee / Enrolment fee is a one-off payment and is non-refundable. Deposits for all packaged CoEs are non-refundable.
3. Students can pay the fees in full if they wish to, but they are not required to pay more than 50 per cent up front.
4. If the student chooses to cancel this agreement before completion of the course, the student may remain liable to pay for the full course fees and the costs incurred by APSI in recovering any outstanding monies, including debt collection agency fees and legal costs, if applicable.
5. Course fees do not cover other charges such as accommodation fees, living expenses, resource/material fee, textbooks, stationery, equipment and government agency charges and other incidental charges. Please refer to APSI fee schedule for details.
6. Course fees are due two weeks before course term commencement date. Payment of fees is required by the due date on the invoice which is available for download via APSI's student portal, MyWiseNET. Student can logon to MyWiseNET via APSI's home page (www.apsi.edu.au). Penalty fees will be applied to all late payments.
7. Students are required to pay the fees during any public holidays, semester breaks or workplace training periods.

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8. 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.
9. 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.
10. APSI reserves the right to withhold granting the Qualification or issuing Statement of Attainment to the student if the student has outstanding fees.
11. There is a miscellaneous fee schedule for other fees and charges which you might incur during your studies. The list of fees is attached to this document.

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In the event that the student wants to cancel a course after confirmation of enrolment (CoE) is issued, the following refund calculation will apply.

Reason for Refund	Notification Period	Refund on Course fees paid (based on one term of pre-paid fees)
Student Visa refusal (with written support documents)	Before commencement date	Full refund less \$300 administrative expenses
Rejection of visa renewal	After commencement date	Full refund less pro-rata of Course fee used calculated on weekly basis
Student with a student visa withdraws	More than 10 weeks before course commencement date	Full refund less \$300 for administrative expenses
	More than 4 weeks and up to 10 weeks before course commencement date	60% of pre-paid Course fees
	4 weeks or less before course commencement	30 % of pre-paid Course fees
	After course commencement and up to the first 4 weeks	10% of pre-paid Course fees
	4 weeks after the course commencement	No refund and course cancellation administration fee applies*
	Deposit paid for all packaged courses for packaged CoEs	No refund
	APSI withdraws offer or fails to provide programs offered or terminates an Education Service	Before course commencement date
After course commencement date		Refund on unused portion of the pre-paid fees
APSI withdraws a student from the course because the student has seriously breached international student visa conditions	After course commencement date	No refund
Breach of student code of conduct	After course commencement date	No refund

***Course cancellation administration fee: If student decides to withdraw from the course after course commencement, a cancellation administration fee of \$250 will be charged.**

For International Full fee paying students, if APSI is unable to offer a refund or place the student in an alternative course, the student will be referred to the Tuition

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Protection Service (TPS) administrator. TPS Administrator will place the student in a suitable alternative course or if a suitable alternative course cannot be offered, TPS Administrator will pay the student a refund as calculated by ESOS legislation. Further information about TPS is available from www.tps.gov.au

Note:

1. All applications for refund due to student visa refusal must be accompanied by visa refusal advice from Australian Immigration authorities.
2. APSI will not refund any money paid by an international student or intending international student in relation to a course if a student has been granted a bridging visa or temporary visa pending determination of permanent residency or has been granted permanent residency after the commencement of the course of studies or after Course fees have been paid. The student must complete the current study period on a full-fee basis and may apply to recommence the course in the next term as a domestic fee for service student.
3. Notification of cancellation must be submitted in writing by using the APSI Course Cancellation and Refund Application Form. All applications for refund must be submitted to student services as soon as possible.
4. 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 10 working days of receipt of the notification.
5. Student will receive a remittance advice when the refund is paid.
6. If students pay their fees via an education agent, the refund calculation form and the refund will be sent to his/her agent first, and the agent will pass the refund onto the student.
7. 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.
8. Other fees paid in advance such as accommodation fees, airport meeting fee, OSHC, resource fee will be refunded in full if that service has not been used.
9. 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.
10. The above refund policy is subject to review as required.
11. Students may lodge an internal appeal against refund calculation by completing a Refund Appeal Form which is available from Student Services.

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Students must allow 10 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 a third party of their choice as their own expense.

12. All amounts referred to in the Refund Policy are in Australian Dollars (AUD).

LATE PAYMENT AND NON-PAYMENT OF FEES

1. All fees invoices are available for download via APSI's student portal, MyWiseNET and it is the student's responsibility to make sure fees are paid before the due date.
2. 1st week after due date - APSI sends fees overdue warning letter with A\$50 penalty fees
3. End of four weeks warning period - APSI issues Notification of Intention to Report notice and student needs to contact APSI within 20 workings days to appeal on the decision.
4. After 20 working days if the appeal is unsuccessful, APSI will cancel the CoE, report the student to Department of Immigration via PRISMS and issue a course cancellation letter to the student.
5. APSI will not continue to offer any training including workplace training or assessments once a Notification of Intention to Report Notice has been issued. APSI will only provide attendance and result records for attendance and work undertaken for the period of time when the student's enrolment with APSI is current.
6. APSI reserves the right to collect any unpaid fees by using a debt collection agency or by recovering by action in a court of competent jurisdiction. Any costs incurred by APSI to recuperate outstanding fees will be charged to the student.

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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) subject to management approval	\$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 Invoice Issue Date
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