



IMPORTANT: This Policy applies to Domestic VET Students only.

CANCELLATION, WITHDRAWAL AND REFUND POLICY (Domestic VET Students)

PREAMBLE

This Policy **only** applies to Domestic VET Students of the College.

This Policy sets out the circumstances in which a student is entitled to a refund and the procedure a student must follow to withdraw from a course to get a refund.

This Policy is made under the Standards for Registered Training Organisations (RTOs) 2015.

IMPORTANT: This Policy and the right to make complaints and seek appeals of decisions and action under various processes does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

DEFINITIONS AND ACRONYMS

In this Policy and as the context requires:

“Domestic Student” means an Australian citizen, or a permanent humanitarian visa holder who is usually resident in Australia; and who does not require a student visa to study in Australia.

“Census Date” Census date is the date set by the College no earlier than 20% into each teaching term by which time a student needs to have their enrolment or withdrawal finalised.

“College” means Australian Pacific College and APC Design School.

“Course(s)” means the course listed in the Letter of Offer, or, where you have enrolled in multiple courses, each course listed in the Letter of Offer.

“Course Fees” means the Tuition Fees.

“Course Start Date” means the start date for the Course as set out in the Letter of Offer.

“Letter Of Offer” means the letter offering you a place in a Course and which will set out the fees that are payable by you in respect of the Course and the terms and conditions applicable to your study at the College.

“Policy” means this Cancellation, Withdrawal and Refund Policy (Domestic VET Students).

“Provider” means a registered provider that provides or seeks to provide Courses to Domestic Students.

“SCV Form” means a student course variation form prescribed by the College.



“**Subject or Units of Study**” a VET Subject or Units of Study that a Student may undertake with the College.

“**Tuition Fee**” means the fees received by the College either directly or indirectly for tuition for your Course. This fee is expressly stated in the Student’s Letter of Offer.

“**You**” or “**Your**” means the student or the student’s legal guardian (where the student is under 18 years of age).

“**VET**” means vocational education and training.

“**Your Fault**” includes circumstances where:

- a. you do not start the Course on the Course Start Date;
- b. you withdraw from a Course after the Census date;
- c. you failed to pay an amount that you are liable to pay the College, directly or indirectly in order to undertake the Course;
- d. any behaviour that results in the suspension or cancellation of your enrolment (all College processes for suspension or cancellation of enrolment must be followed).

1. AGREEMENT BETWEEN THE COLLEGE AND THE STUDENT

- 1.1 When the College accepts a student’s application for enrolment it is intended that this Policy will constitute part of the written agreement between the College and the student for the purposes of the Standards for Registered Training Organisations (RTOs) 2015.
- 1.2 Tuition Fees must be paid by the due date specified in the Letter of Offer.
- 1.3 The amount of all fees referred to in this Policy are found in the Letter of Offer or in other College Policies and Procedures.

2. CIRCUMSTANCES FOR REFUNDS

2.1 STUDENT CANCELLATIONS

When a student cancels their enrolment, refunds of tuition fees paid by students will only be made in the following circumstances:

a) **Where you cancel BEFORE the Course Census Date**

If written notice of cancellation is received before the Course Census Date, the College will, within 28 days, refund the Course Fees received. No refund of fees will be given where notice is received after the Course Census Date.

Once you start a Course, you may withdraw at any time on or before the Census date of the then current term. There is no cost or administrative barrier to a student withdrawing from a course or part of a course before the Census date.



b) **Where you withdraw from the Course AFTER the Course Census Date**

No refund of Course Fees will be given if written notice of cancellation is received after the Course Census Date.

3. REFUND PROVISIONS

3.1 When you defer commencement in a Course and then cancel the Course, the original Unit of Study Census Date before your request for deferment(s), will be used as the Date to determine whether a refund is to be made.

3.2 No refund will be made where the College cancels, suspends or terminates your enrolment as a result of Your Fault. The College will notify you in writing if you default in relation to your Course as a result of Your Fault.

3.3 The refund will be paid directly to you or in accordance with your written directions.

3.4 The College may:

- a) request further information or evidence to confirm that you are the person entitled to receive the refund or give a direction to pay the refund;
- b) pay the refund by bank draft or company cheque (in case of refund within Australia) or;
- c) pay the refund to a bank account by direct credit but only if you provide evidence that the bank account exists.

3.5 All refunds will be made in Australian currency only.

3.6 The College may change this Policy at any time and the Policy to be used to determine whether you receive a refund will be the Policy applicable at the time you give notice of cancellation or withdraw enrolment in a Course. For the latest Policy please refer to www.apc.edu.au.

3.7 If you wish to appeal a decision of the College made under this Policy you should refer to the College's Complaints and Appeals Policy for the procedure to follow.

4. HOW TO WITHDRAW FROM A COURSE AND GET A REFUND

4.1 **Complete a SCV Form.** The SCV Form is available from the Student Care Office or the College website.

4.2 **Complete a Refund Request Form.** The Refund Request Form is available from the Student Care Office or the College website.

4.3 **Attach all relevant documents to the SCV Form.** You should attach documents supporting the reason for your withdrawal and confirming your identity as well as a Refund Request Form.



- 4.4 Hand in the completed forms to Student Care or email to: refunds@apc.edu.au and design.registrar@apc.edu.au.** Please make sure that your student number and current contact details (email address, mobile phone number) are on the form. Please sign and date the SCV Form before handing it in. Your form will **NOT** be processed if it is not signed and dated.

The College will process your completed SCV Form and assess whether you are entitled to a refund based on our Policy. The College may ask for further information or documentary evidence. Please note that incomplete SCV Forms may delay the processing of it and payment of refunds.

POLICY REVIEW

This Policy will be reviewed as part of the College's three (3) yearly review process or as legislation requires.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	Standards for Registered Training Organisations (RTOs) 2015 Higher Education Support ACT 2003

RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
Forms	SCV Form Refund Request Form
Other Documents	Statement/s of Tuition Assurance

KEYWORDS

Keywords	Refund, withdrawal from a course, fee, default, student visa refusal
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POLICY OWNER

Policy Owner	Learner Experience Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Cancellation and Refund Policy v6.5	1 July 2016	Alex Lee	
Cancellation and Refund Policy v6.7R	October 2018	Sara Gaudry	Full update in accordance with the Policy and Procedure Template, Guidelines for Drafting Policies and Procedures and the National Code.
Cancellation, Refund and Re-credit Policy v6.7V	29 April 2019	Ron Newman	VDI trading as APC Design School version of standard APC policy created
Cancellation Refund and Re-credit Policy v1.0R(APC Design School)	May 2020	Sara Gaudry Ron Newman	Update of Letterhead and removal of references to application fee.
Refund and Re-Credit Policy (Domestic Students) v1.1R(APC/APC Design School)	October 2021	Sara Gaudry	Change of name of policy. Update of Letterhead due to approval of VSL to Young Rabbit P/L, change to definition of College and additions to clause 2.3.
Refund and Re-Credit Policy (Domestic Students) v1.2R(APC/APC Design School)	May 2022	Sara Gaudry	Addition to clause 2.1(a) to satisfy clause 86(2) of the VSL Rules.
Cancellation, Withdrawal, Refund and Re-Credit Policy (Domestic Students) v1.3R(APC/APCDS)	Feb 2023	Sara Gaudry Monique Egging Pam Segal	Change of name of Policy, changes to the definition of Domestic Student to restrict the use of the policy to only VSL and VSL Eligible Students



Cancellation, Withdrawal and Refund Policy (Domestic Students) v1.4R(APC/APCDS)	July 2024	Sara Gaudry	Change of name of Policy and removal of references to VSL as per revocation approval request (in particular clauses 2.2 and 2.3).
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