



STANDARD 2 - REFUND POLICY

1. Overseas Students

American College Pty Ltd Trading as American College has a fair and equitable refund policy and procedure that is compliant with NVR and ESOS requirements. This policy is provided to students prior to signing the International Enrolment & Acceptance Form being completed, OR prior to any payment of the course (whichever happens first).

American College acknowledges that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start of the agreed starting date which is notified in the Offer Letter.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator.
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Refunds under the above conditions will be paid in full to the student within 14 working days.

American College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.

In signing the International Enrolment & Acceptance Form to enrol in a course(s) at the College the Applicant acknowledges:

1. That the information provided by the Applicant in their application is complete and correct.
2. Agrees to be bound by the College rules and regulations and any amendments made to the rules and regulations.
3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the College.
4. Agrees to update the College on any change of contact details as soon as practicable.
5. Agrees to obey DIBP student visa requirements.
6. Agrees to pay all fees required on or by the due date as notified in writing by College or as per the invoice. The College reserves the right to charge a late fee upto \$200 accumulating over 14 working days if the student defaults on the agreed payment plan.
7. The College will access these fees in accordance with the procedures established by the State Government and Department of Education.
8. The College reserves the right to accept or reject any application for enrolment at its discretion.
9. The College reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
10. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 20 days.
11. If the student changes the visa status (e.g. becomes a temporary or permanent resident or applies for a protection visa) he/she will continue to pay the full overseas student fees for the duration of that year. No refund or visa status change during the enrolment period.

1. Deposit

A deposit of 25 % of the cost of the course is payable to secure a place in a course at American College. Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or **American College** is unable to offer the course.

The term “Overseas Student” includes an intending overseas student

2. Refund Conditions

Enrolment Fees of AUD \$395	No refund of Enrolment fee of AUD \$395 will be done
Visa refused prior to commencement (off-shore students)	Amount of refund is the amount of the course fees, minus the lesser of the following amounts: a) 5% of the amount of course fees received in respect of the student before the default day; b) \$500
Visa extension refused/ Visa cancelled due to actions of the student (before course commences – on-shore students)	Full refund of course fees less AUD\$ 395 (Administrative Fee)
Visa extension refused/ Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees paid
Withdrawal at least 8 weeks prior to course commencement date	Full refund of course fees less AUD\$395 (Administrative Fee)
College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees
Course withdrawn by the College after commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in count)
Residency status change from International to Permanent resident (<i>Provide application along with proof of visa status changes with copies from passport</i>)	Fee status will change from next study period (If status is changed after the start of any study period)
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund
OSHC Refund Policy (Calculation of refund will be done as per the policy provider)	If American College has organised the OSHC, we will refund the OSHC directly to the student under following conditions: <ul style="list-style-type: none"> • Student request to cancel OSHC • Student Visa Rejected • Change of OSHC provider
Refund Calculator (ESOS Calculation of refund specifications 2014)# Source:	

https://aei.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf	
Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course 7
Weeks in default period	Number of calendar days from the default day to the end of the period to which the payment relates 7
Refund amount#	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non Tuition fees

American College reserves the right to withhold granting the Qualification or Statement of Attainment completed by the student, if student tuition fees remain outstanding.

3. Application for refund form

- If a student wishes to withdraw their enrolment, they are required to complete a **American College Application for Withdrawal and Refund form and forward it to** the Administration Officer. Your application will be processed within 14 days of the application being received.
- The application should arrive at **American College** prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the organisation is unable to offer the course, the refund will be processed within 14 days.
- **If American College defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to American College.**

4. Provider default.

In the unlikely event that American College is unable to deliver your course in full, you will be offered a refund of all course money you have paid to date or alternately, American College will offer you the opportunity of studying in an alternative course at no extra cost to you. **Students may choose preferred option.**

Students will be required to sign an agreement outlining preferred options co-signed by the Director.

Should students choose the refund option; the refund will be paid **no later than 20 working days** of the day on which the course ceased being provided.

If American College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you.

Finally, if you cannot be placed in a suitable alternative course, the Secretary of the Tuition Protection Services will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Secretary of the Tuition Protection Services.

5. Student rights

“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.”

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia’s consumer protection laws or to pursue other legal remedies. **Please see American College’s Complaints /Appeals Policy available on the website www.americancollege.edu.au .**

The processes in the American College’s Complaints/ Appeals policy do not circumscribe the student’s right to pursue other legal remedies.

6. Recipient of refund

American College will **pay the refund to the person who enters into the International Enrolment & Acceptance Form** with the College, unless the person gives a written direction to American College to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the **same currency in which the fees were paid** unless this is impractical.

The refund will be paid no later than 20 working days after it is lodged with American College.

7. Provision of refund information to students

The refund policy will be given to students in their handbook prior to enrolment (signing of International Enrolment & Acceptance Form) and made accessible on the American College website www.americancollege.edu.au . It will also be explained at induction and orientation so that it is clearly understood by overseas students.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student handbook) and on the website www.americancollege.edu.au.

8. Grounds for deferment / suspension / cancellation of enrolment

American College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These include but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b) Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- d) A traumatic experience which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- e) Where American College was unable to offer a pre-requisite unit; or
- f) Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- g) Student failure to meet unit prerequisites;
- h) Unavailability of units/subjects;
- i) Non-payment of fees;
- j) Student behaviour;
- k) Marriage and marriage of a sibling.

You need to complete the application for deferral form and send to the Director for consideration.

STANDARD 2 - REFUND POLICY PROCEDURE

- I. The student is required to complete a Withdrawal and Refund Form.
- II. The completed form is then handed over to the Administration Officer
- III. The Administration Officer advises the applicant that the turnaround time is a maximum of 14 days.
- IV. The Administration Officer then takes the completed application to the Director for his review.
- V. The Director then reviews the application and checks it against the eligibility of the refund.
- VI. If the applicant is eligible for a refund then a cheque is provided for the amount to be refunded.
- VII. The applicant then signs an acknowledgment for the amount that is received and is kept in their file.
- VIII. If the applicant is not onshore then the amount would be refunded to either the student / nominated person (on consent of the applicant) and a record of the same is kept.

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