

Policy Owner	Finance Manager
Contact Officer:	Accountant
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Approved by:	Senior Management Group
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Related Policies:	Complaints and Appeals Policy
Related Documents:	Enrolment Terms of Offer – Local Students Refund Request form Student Misconduct Policy

1. Overview

- 1.1. The purpose of this policy is to provide guidance to prospective, commencing and continuing students on the circumstances under which students are eligible for fee refunds.
- 1.2. This policy has been developed in line with the requirements of the Australian ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

2. Organisational Scope

- 2.1. This policy applies to intending, commencing and continuing ACBT students in Foundation, Diploma and Advanced Diploma courses.

3. Definitions

- 3.1. **Course:** A formal program of education and/or training made up of study components known as units.
- 3.2. **Commencement:** the published date of commencement of tuition at ACBT.
- 3.3. **Commencing Student:** A student who is undertaking the first Pathway trimester of their course.
- 3.4. **Continuing Student:** A student who has completed at least one Pathway trimester of his/her course and is undertaking a second or subsequent trimester of his/her course.
- 3.5. **Deferment:** to delay commencement or continuation of course studies normally for a period of one trimester.
- 3.6. **Enrolment in a Course:** occurs at the point an Offer Letter is issued by the College
- 3.7. **Enrolment in a Unit:** occurs at the point a student selects units of study (normally carried out online).
- 3.8. **Enrolment Fees:** An enrolment processing fee charged and payable up-front in the first trimester of a course.
- 3.9. **Existing Student:** A Pathway student going onto their second Pathway trimester.
- 3.10. **Full time study load:** for one trimester normally consists of 4 units of study in a Foundation or Higher Education course.
- 3.11. **Local Student:** For the purpose of this policy, a local student is anyone who is a permanent resident of Sri Lanka, citizen of Sri Lanka who will be resident in Sri Lanka for the duration of a course of study.
- 3.12. **Self-Supporting Students:** Students who are independent from their parents or legal guardians and pay their own tuition fees.

- 3.13. **Trimester:** A defined period of study in which a student undertakes and completes units of study. For the purposes of this policy the term 'trimester' is interchangeable with 'semester' or 'study period'.
- 3.14. **Tuition Fees:** Fees charged for undertaking units of study in a trimester or study period, payable upfront
- 3.15. **Unit:** a discrete component of study within a course.

4. Policy Principles

- 4.1. The information in this document outlines the circumstances under which a student may claim a refund of fees paid to ACBT.
- 4.2. All students have access to a free Complaints and Appeals Process should they feel aggrieved by a decision or action made by ACBT. For information on how to lodge a complaint or appeal refer to the Complaints and Appeals Policy at:
<https://www.acbt.net/policies>
- 4.3. This Policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Sri Lankan consumer protection laws.

5. Policy Content

- 5.1. Once an applicant accepts a place offered by ACBT and pays fees, a binding contract is created between the student and ACBT. Any applicant who submits false or fraudulent information is deemed to have breached a condition of the contract and no refunds will be given for payments made on the basis of that information
- 5.2. A student may cancel their enrolment in a unit or course at any point in time. Depending on the timing of that request, cancellation/administration charges may apply as outlined in the tables below.
- 5.3. Cancellation/Administration charges for withdrawal from a course will be applied to the total tuition fees payable for the trimester. For commencing students the tuition fees payable are based on a full time study load, whereas continuing students tuition fees are based on the study load (number of units enrolled) in that trimester.
- 5.4. In line with policy rule 5.3, where a commencing student withdraws from a single unit on or before Week 4 of their first trimester, tuition fees for that unit will not be refunded but will instead be credited to the following study period. In the event that the student withdraws from the course before using the tuition fee credit, the credit will be forfeited.
- 5.5. Where a student wishes to withdraw from their course of study, the student must complete and submit a Course Withdrawal Form (available online) to obtain a refund.
- 5.6. Where a continuing student with a tuition fee credit recorded on their account after week 4 of trimester wishes to obtain a refund, the student must complete a Refund Request Form and submit to ACBT Accounts, showing their Student ID card.
- 5.7. Where the student is entitled to a refund of fees under this policy the refund will be paid within four (4) weeks of receiving a written (or online) request from the student.
- 5.8. Refunds will only be made by cheque drawn in favour of the student.
- 5.9. Refunds will be paid in Sri Lanka Rupees to the person who entered into the contract with ACBT (normally the student), unless that person gives a written direction to ACBT to pay the refund to another person. In such cases the Parent/Guardian will also be informed
- 5.10. The last working day of week 4 of any trimester is the census date. This is the date on which unit enrolments are confirmed. After this date tuition fees for confirmed units may only be refunded under exceptional circumstances deemed by ACBT to be compelling or compassionate grounds.
- 5.11. Non-self-supporting students are required to declare that they have their parents' (or legal guardians) permission to obtain a refund of tuition fee credits. Whilst all care is taken, ACBT

takes no responsibility for refunding monies to a student who has misled ACBT regarding permission from parents to do so.

- 5.12. Students who are officially sponsored will not be permitted to request a refund of any tuition fee credits. Such credits can only be paid to the recorded sponsor.
- 5.13. Prior to commencing their course and subject to approval, students may apply in writing to defer course commencement to a later trimester for reasons other than not meeting admission requirements, such as compassionate and compelling circumstances. ACBT will credit any fees paid to the relevant trimester without penalty.
 - If the student subsequently withdraws, the Refund Policy will apply as at the date ACBT received the original request for deferment regardless of a subsequent offer being made.
 - The maximum period of deferral is 3 trimesters except where there is evidence of compassionate or compelling circumstances.
 - Returning students will be subject to conditions for re-enrolment and limited timeframes as per the Progress and Graduation Policy.
 - Students must advise ACBT in writing of any intended leave of absence.
- 5.14. Where a current student applies in writing to defer their course after enrolment and within the first four weeks of the trimester, subject to approval, ACBT will hold all fees paid and credit the fees to the following trimester. If the student subsequently withdraws, the Refund Policy applies from the date ACBT received the request for deferral. If the student applies for a leave of absence after the first four weeks of the trimester, their place will be held, but all tuition fees applicable to that trimester will be forfeited.
- 5.15. A student whose withdrawal or enrolment cancellation is due to exceptional compassionate or compelling circumstances can request that cancellation charges be waived. Requests should outline the reasons for the withdrawal and include documentary evidence such as medical certificates to support the request. Requests must be made in writing within twelve months of the date of the withdrawal request or the conclusion of the trimester in which the course was undertaken.
- 5.16. A commencing student who has received a conditional enrolment offer based on pending results, fails to meet the condition and is required to withdraw from the course, will receive the full course fee refund less an administrative charge.
- 5.17. Students who get direct entry into Edith Cowan University subsequent to commencing their first trimester at ACBT will be entitled to a full refund of tuition fees less an administration charge.
- 5.18. ACBT reserves the right to withdraw a unit(s) or course from offer at its discretion. If a student is unable to enrol in a similar course or unit(s) at ACBT and the enrolment is cancelled, all fees will be refunded in full.
- 5.19. In the unlikely event that ACBT is unable to deliver a student's course in full, the student will be offered a refund of all the course money paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in a suitable alternative course by ACBT at no extra cost. The student has the right to choose whether he/she would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, he/she will be asked to sign a document to indicate that he/she accepts the placement.
- 5.20. Where ACBT is unable to provide a refund or place a student in an alternative course, students may seek to resolve the problem using the Complaints and Appeal Process.
- 5.21. A compassionate deferral is a short break that has been authorized by the College Director/Principal. Approval is subject to compassionate circumstances with accompanying documents as evidence.

Table of Refunds Rules and Cancellation Charges for Local Students

Rule	Reason For Refund	Notification Period	Cancellation Fee / Administration Charges	Refund
5.22	If the student withdraws from the course after making the advance payment (25%)	Before trimester/course commences	Nil	Full refund of fees paid
		Within the first two weeks of the commencement of the trimester	Rs 10,000	Full refund of fees paid less administration charges
		Before week 4 but after week 2 of trimester commencement	Rs 15,000	Full refund of fees paid less administration charges
		After week 4 of the commencement of the trimester	25% advance payment will not be refunded	No refund
5.23	If the student withdraws from the course after making a payment higher than 25% of the course fee	Before trimester/course commences	Nil	Full refund of fees paid
		Within the first two weeks of the commencement of the trimester	Rs 10,000	Full refund of fees paid less administration charges
		Before week 4 but after week 2 of trimester commencement	Rs 15,000	Full refund of fees paid less administration charges
		After week 4 of the commencement of the trimester	Minimum of 25% of course fee will not be refunded	Total payment less 25% of course fee will be released
5.24	Student withdraws from a single unit (subject to approval))	Before trimester/course commences or within the first four weeks of the commencement of the trimester	No Charge	100% of unit fee credited to following trimester
		After week four of the commencement of the trimester	100% of unit fees retained by ACBT	No refund
5.25	Student withdraws from course or units due to exceptional circumstances deemed by the Deputy Principal as compelling or compassionate grounds	At all times	No charge	Fees will be credited to the following trimester at the discretion of ACBT
5.26	A student with a conditional offer withdraws due to inability to meet the condition	At all times	Rs 5,000	Full refund of fees paid less administration charges
5.27	Student completes course and withdraws from ACBT with excess funds in their account	At all times	Rs 10,000	Full refund of excess fees, less administration charge at the discretion of ACBT

5.28	Enrolment is cancelled due to serious misconduct by the student	At all times	100% of trimester fees retained by ACBT	No refund
5.29	Continuing Student is Excluded as a result of unsatisfactory Academic Progress re-enrolls in units pending the outcome of an appeal (either internal or external). The appeal is unsuccessful and the student is Excluded from the college.	At all times	No charge	Only fees paid for the new trimester will be refunded
5.30	Deferring course prior to commencement date	Before trimester/course commences	100% of course fees to be held in credit for up to 3 trimesters Subsequently If the student withdraws, rule 5.24 will apply from the date deferral request was made	No refund
5.31	Deferring course after commencement date	After 4 weeks of trimester/course commences	The students place will be held but 100% of balance of fees will be retained by ACBT	No refund
5.32	Students who get direct entry to Edith Cowan University before completion of course	At any time	Rs 10,000	100% of trimester fee less administrative charges

6. Administrative procedures

- 6.1. This policy and related documentation is accessible by clicking on the ACBT website at:
<http://www.acbt.net/policies>
- 6.2. This policy and related procedures will be communicated to staff via email and ongoing staff information sessions. New staff will receive policy information during the induction process if an understanding of the process is related to their responsibilities.