

# Refund Policy – INTERNATIONAL STUDENTS

## 1. Purpose

This policy covers the refunds process for all fees payable for training services provided within APEIRO INSTITUTE scope of registration, in accordance with National Code.

The purpose of this policy is to provide for the appropriate handling of client refunds.

## 2. Policy Statement

APEIRO INSTITUTE is committed to ensuring fair and reasonable refund practices.

APEIRO INSTITUTE will:

- Provide appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.
- Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

## 3. Policy Principles

The following principles underpin this policy.

- a) Details concerning the scope of APEIRO INSTITUTE Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.
- b) 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.
- c) The refund process reflects the commitment by APEIRO INSTITUTE to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- d) Refunds must be requested in writing to the Operations Manager of APEIRO INSTITUTE.
- e) The Operations Manager of APEIRO INSTITUTE will process refund requests and if approved, arrange payment within 28 days, once approved.
- f) Refunds will be paid in Australian Dollars into the nominated bank account.
- g) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by APEIRO INSTITUTE until the course start date.
- h) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- i) The term "commencement" in this policy refers to the first day of the first program attended by the student.

- j) Issues with regard to payment are to be handled at the first available opportunity and directed to the Operations Manager of APEIRO INSTITUTE. All Refund Requests and issue refunds are to be logged in the Refund Log.
- k) The enrolment and material fees are NON - REFUNDABLE

### 3.1 Short Courses & Skill Sets

*Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.*

<b>Table 1 -Refund and Cancellation</b>			
<b>Reason for Refund/Cancellation</b>	<b>Notification Period</b>	<b>Refund</b>	<b>Cancellation Fee</b>
Application for visa is unsuccessful	Before Course Commences	Full refund less <b>cancellation fee</b>	\$300
Application for visa is unsuccessful	After Course Commences	Full refund less <b>cancellation Fee</b>	\$300 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
<b>Student Default</b>  Student with a student visa withdraws  Or  Student is cancelled for breach of College's rules or breach of student visa rules	More than 10 weeks before course commences	Full refund less <b>cancellation fee</b>	10% of a course fee
	More than 4 weeks and up to 10 weeks before	70% of a course fee	30% of a course fee
	Less than 4 week before the course	30% of a course fee	70% of a course fee
	After Course Commenced	Nil	100% of a course fee
<b>Student Default</b> occurs when: <ul style="list-style-type: none"> <li>• the course starts the course on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or</li> <li>• the student withdraws from the course (either before or after the agreed starting day); or</li> <li>• the registered provider of the course refuses to provide, or continue providing, the course to the student because of one or more of the following events:               <ul style="list-style-type: none"> <li>➢ the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;</li> <li>➢ the student breached a condition of his or her student visa;</li> </ul> </li> </ul>			

- Breach of Apeiro Institute’s Code of Conduct.

#### **Refunds after Apeiro Institute Default**

In the unlikely event of Apeiro Institute, **within 14 days of the default**, Apeiro Institute will:

- Either offer you an alternative place at Apeiro Institute’s expense, that is accepted by you in writing; or
- Refund you the unused portion of the prepaid fees.

If Apeiro Institute is unable to provide a refund or place you in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place you in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

#### **4. APEIRO INSTITUTE Responsibilities**

The Operations Manager APEIRO INSTITUTE is responsible for ensuring compliance with this policy. Operations Manager of APEIRO INSTITUTE will process refund requests as per this policy.

#### **5. Access & Equity**

The APEIRO INSTITUTE Access & Equity Policy applies. (See Access & Equity Policy)

#### **6. Records Management**

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

#### **7. Monitoring and Improvement**

All Refund practices are monitored by the CEO APEIRO INSTITUTE and areas for improvement identified and acted upon. (See Continuous Improvement Policy)