Refund Policy

The ACAP Refund Policy for New Students, Re-Enrolling Students and International Students, is listed below.

- Scope of Policy
- Domestic Students
- International Students
- Tuition Assurance
- Refund/Withdrawal Forms
- Lodging a refund related grievance/complaint or appeal

Scope of Policy

This policy applies to the refund of tuition fees that have been paid to ACAP by prospective and current students of ACAP’s vocational education and training and higher education courses.

Domestic Students

New Students

- New students who withdraw or vary their enrolment on or before the relevant Census Date will receive a refund of any tuition fees paid upfront in relation to the withdrawal or variation to enrolment application. Refunds of upfront tuition fees will be processed within 21 days of the application being approved.
- New students who have applied for FEE-HELP* or VET FEE-HELP* and withdraw from their study at ACAP on or before the relevant Census date will not incur a FEE-HELP* or VET FEE-HELP* debt for the units or modules from which they have withdrawn.
- Students who withdraw from their studies after the relevant Census Date will be liable for their tuition fees paid upfront or will incur a FEE-HELP* or VET FEE-HELP* debt for their enrolment in that period, unless special circumstances apply. Further details are available in the FEE-HELP Review and Appeals Procedures on the College website.

*To be eligible for FEE-HELP or VET FEE-HELP assistance, you must be either an Australian Citizen or Permanent Humanitarian VISA holder. For further information please visit http://studyassist.gov.au/sites/StudyAssist/.

Re-enrolling Students

- Re-enrolling students who withdraw or vary their enrolment on or before the relevant Census Date will receive a refund of any tuition fees paid upfront in relation to the withdrawal or variation to enrolment application. Refunds of upfront tuition fees will be processed within 21 days of the application being approved.
- Re-enrolling students who have applied for FEE-HELP* or VET FEE-HELP* and withdraw from their study at ACAP on or before the relevant Census date will not incur a FEE-HELP* or VET FEE-HELP* debt for the units or modules from which they have withdrawn.
- Please note: A Late Fee of $50 for Higher Education Courses and $50 for VET courses is applicable for withdrawals or variations to enrolment made after the commencement of term and before the Census date. Re-enrolling students who withdraw from their studies after the relevant Census Date will be liable for their tuition fees paid upfront or will incur a FEE-HELP* or VET FEE-HELP* debt for their enrolment in that period, unless special circumstances apply. Further details are available in the FEE-HELP Review and Appeals Procedures on the College website.
*To be eligible for FEE-HELP or VET FEE-HELP assistance, you must be either an Australian Citizen or Permanent Humanitarian VISA holder. For further information please visit [http://studyassist.gov.au/sites/StudyAssist/](http://studyassist.gov.au/sites/StudyAssist/).

For more information on Census Dates visit the [Key Dates](#) section on the College website.

### International Students

#### New and Re-enrolling

International students who withdraw or defer from their study will be eligible for a refund of their tuition fees less any cancellation fees applicable from the list below.

<table>
<thead>
<tr>
<th><strong>Before course commencement date</strong></th>
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<tbody>
<tr>
<td>Students that withdraw or vary their enrolment before the commencement of term will receive a refund of any tuition fees paid upfront. The refund will be in relation to the withdrawal or variation to enrolment application and it will be refunded within 21 days of the application being approved.</td>
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</table>

<table>
<thead>
<tr>
<th><strong>After course commencement</strong></th>
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<tbody>
<tr>
<td>Students who withdraw from their studies after the commencement of term but before the census date will receive a refund of their paid tuition fees for that term less a $250 late fee unless special circumstances apply.</td>
</tr>
<tr>
<td>Students who withdraw from their studies after the relevant Census Date will be liable for their tuition fees paid upfront in that period unless special circumstances apply.</td>
</tr>
</tbody>
</table>

#### Packaged Programs

International students who satisfactorily complete the pre-requisite course of a packaged program and have received a Confirmation of Enrolment, but choose not to enrol in the principle ACAP course will not receive a refund.

International students who fail to satisfactorily fulfil requirements and/or conditions for admission to the offered course at ACAP (including failure to complete the pre-requisite course in a packaged program) and fail to gain admission to another ACAP course, will receive a refund of 80% of the initial ACAP deposit upon written application.

### Tuition Assurance Information for Domestic or International students

ACAP is a member of the Australian Government approved Tuition Assurance Schemes of the Australian Council for Private Education and Training (ACPET) for domestic students and conforms to the requirements of the Australian Government’s Tuition Protection Service (TPS) for overseas students. This assures current and intending students of ACAP courses that lead to an ACAP issued AQF award that they will be offered a suitable alternative course or have their course money refunded if ACAP cannot provide the course for which the student has paid.

Further information on ACAP’s tuition assurance scheme arrangements for domestic students is available at [ASTAS – VET (Australian Tuition Assurance Scheme – VET)](#), [ASTAS - HE (Australian Tuition Assurance Scheme – Higher Education)](#). Click here for further information on the role of ACPET.

### Refund/Withdrawal Forms

To apply for a refund of upfront tuition fees and/or a remission of FEE-HELP or VET FEE-HELP tuition fees please use the [Deferral of Study](#), [Application for Withdrawal from Unit/Module (before census)](#) online form or [Special Circumstances Form](#) (as applicable). These forms are available from the [A-Z Forms](#) section of the ACAP website.
Students applying for a remission of FEE-HELP or VET FEE-HELP tuition fees should first read ACAP’s FEE-HELP Review and Appeals Procedures.

Students applying for a refund or remission of tuition fees should also ensure they have read the information on Student Enrolment Rules at ACAP.

**Lodging a Refund Related Grievance/Complaint or Appeal**

For information about lodging a grievance/complaint or appeal concerning the refund of upfront tuition fees refer to ACAP’s Non-Academic Grievance and Appeals Policy and Procedures.

For information about lodging a grievance/complaint or appeal concerning the remission of FEE-HELP or VET FEE-HELP tuition fees/debts refer to ACAP’s FEE-HELP Review and Appeals Procedures.

*Please note: The availability of the above complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.*