

Refund Policy

Navitas Professional Institute

Document

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Approved by	Executive Committee	Date Approved	1 July 2012
Initial Approver	Executive Committee	Date Initial Approval	2003

Version Control

Issue Date:	Summary of Changes	Review Date
2003	Initial approval (effective from 1 Jan 2004)	2008
1 July 2012	Review and major amendment	July 2017
March 2014	Template change	July 2017
December 2014	Minor amendment	July 2017
11 July 2016	Transitioned to new template	July 2017

Refund Policy

1. Purpose and Scope

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

The policy outlines how refunds are determined and paid based on census dates, course enrolled in, and fee help.

2. Policy

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 with ACAP or NCPS 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the relevant Census date will not incur a FEE-HELP or VET FEE-HELP debt for the units or modules from which they have withdrawn.¹
- 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.¹

Information on the FEE-HELP and VET FEE-HELP Review and Appeals Procedures is available on the College website, at <http://www.acap.edu.au/assets/CurrentStudents/Managing-My-Course/A-Z-Policies>.

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 applied for FEE-HELP or VET FEE-HELP and withdraw from their study 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.¹

Information on Census Dates is available on the College website. See:

ACAP: <http://www.acap.edu.au/current-students/key-dates/>

NCPS: <http://www.ncps.edu.au/future-student/key-dates/>

Note: A Late Fee of \$50 for Higher Education Courses and \$50 for VET courses is applicable for variations to unit/subject/module enrolment(s) made after the commencement of term and before the Census date. This Late Fee does not apply to withdrawal from units 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.¹

For more information, see:

ACAP: <http://www.acap.edu.au/assets/CurrentStudents/Managing-My-Course/A-Z-Policies/>

NCPS: <http://www.ncps.edu.au/policies-and-forms/>

¹ 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 to <http://studyassist.gov.au/sites/StudyAssist/>

International Students

New and Re-enrolling Students

- 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.

Before course commencement date

- Students that withdraw or vary their enrolment before the commencement of term will receive a refund of any tuition fees paid up front. 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.

After course commencement date

- 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, and/or
 - the student commenced in Trimester 2, 2014 and thereafter and has prior paid to the College the non-refundable \$250 enrolment fee.
- Students who withdraw from their studies after the relevant Census Date will be liable for all tuition fees payable for enrolment in that term unless special circumstances apply.

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 principal College course will not receive a refund.
- International students who fail to satisfactorily fulfil requirements and/or conditions for admission to the offered course (including failure to complete the pre-requisite course in a packaged program) and fail to gain admission to another course, will receive a refund of 80% of the initial deposit upon written application.

Tuition Assurance Information for Domestic or International Students

ACAP and NCPS are members 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 NPI courses that lead to an ACAP or NCPS issued AQF award that they will be offered a suitable alternative course or have their course money refunded if the College cannot provide the course for which the student has paid.

Further information on the tuition assurance scheme arrangements for domestic students is provided on the College website at:

ACAP: <http://www.acap.edu.au/current-students/managing-my-course/tuition-fees/>
(see link to 'Statement of Higher Education Tuition Assurance (ASTAS)' and 'Statement of Tuition Assurance VET' at the bottom of the web page)

NCPS: <http://www.ncps.edu.au/current-students/tuition-fees/>
(see link to 'Statement of Higher Education Tuition Assurance (ASTAS)' at the bottom of the web page).

For further information on the role of ACPET, click the following link: <http://www.acpet.edu.au/about/>

For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students, click the following link: <https://tps.gov.au/StaticContent/Get/StudentInformation>

3. Procedure

Refund/Withdrawal Forms

Students applying for a refund of upfront tuition fees and/or a remission of FEE-HELP or VET FEE-HELP tuition fees please use the form listed below as applicable. All forms are available from the 'forms' section of the College website:

ACAP: <http://www.acap.edu.au/current-students/managing-my-course/a-z-forms/>

NCPS: <http://www.ncps.edu.au/policies-and-forms/>

Students applying for a refund or remission of tuition fees should also ensure they have read the Student Rules on Enrolment provided on the College website. These can be found at <http://www.acap.edu.au/current-students/managing-my-course/enrolment/>.

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 the College *Non-Academic Grievance and Appeals Policy and Procedures*. These can be found at:

ACAP: <http://www.acap.edu.au/assets/CurrentStudents/Managing-My-Course/A-Z-Policies/Non-Academic-Grievances-Complaints-and-Appeals-PolicyAndProced-NPI-10-22-15P-.pdf>

NCPS: <http://www.ncps.edu.au/assets/NCPS-Policies/NCPS-Non-Academic-Grievances-Complaints-and-Appeals-PolicyAndProced.pdf>.

For information about lodging a grievance/complaint or appeal concerning the remission of FEE-HELP or VET FEE-HELP tuition fees/debts refer to the College *FEE-HELP Review and Appeals Procedures*. These can be found at:

ACAP: <http://www.acap.edu.au/assets/CurrentStudents/Managing-My-Course/A-Z-Policies/FEE-HELP-VET-FEE-HELP-Review-and-Appeals-Procedures-v3.2.pdf>

NCPS: <http://www.ncps.edu.au/assets/PDFFile/FEE-HELP-VET-FEE-HELP-Review-and-Appeals-Procedures-v3-2.pdf>

The availability of these complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

4. Responsibilities

The Business Manager, Finance is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy.

Executive members, Heads of School and functional managers are responsible for ensuring their employees are aware of this Policy and their responsibilities defined herein.

Academic and professional staff are responsible for being aware of and complying with this Policy.

Students are responsible for being aware of and complying with this Policy and should seek assistance from appropriate sources in respect of this policy where necessary.

5. Definitions

Academic staff/teaching staff refers to permanent and casual employees engaged in teaching and assessment of courses at the institution.

Institution (the)/College (the) means the Navitas Professional Institute and its colleges (see registration information below).

International student/ Overseas student means a student required to hold a student visa for study in Australia.

Unit means a unit of study in a higher education course or a unit of study, subject, module and/or unit of competency in a vocational education and training course.

6. Review

This policy is reviewed at a minimum of every 5 years by the policy owner (or designate) to ensure alignment to appropriate strategic direction and its continued relevance to Navitas' current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

7. Records

Records in association with this policy will be kept in accordance with the institution's Records Management Policy and Records Retention and Disposal Schedule. Confidential files related to the implementation of the policy must be maintained according to relevant privacy processes.

8. Related legislation

Higher Education Support Act 2003; Tertiary Education Quality and Standards Agency Act 2011; National Vocational Education and Training Regulator Act 2011; Education Services for Overseas Students (ESOS) Act 2000 and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007; and associated Commonwealth and State legislation; and Australian Qualifications Framework. This includes, but is not limited to the Higher Education Providers Administrative Information for Providers; Higher Education Administration Guidelines; VET Administrative Information for Providers (2015); and Higher Education Support (VET) Guidelines 2015- (18 December 2015).

Registration information

Navitas Professional Institute Pty Ltd (NPI Pty Ltd), ABN 94 057 495 299, trading as the Australian College of Applied Psychology and the Navitas College of Public Safety, National CRICOS Provider Code 01328A, TEQSA HE Provider Registration Code 12009, RTO 0500.