ANC Refund Policy

Institute Default
Government Legislation requires tuition fees and application fees to be refunded in full if the institute defaults under the following circumstances:

- 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

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

The 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.

If ANC is unable to provide a refund or place a student in an alternative course, ANC will contact ACPET to place the student in a course under TAS(Tuition Assurance Scheme) at no extra cost to the student.

If ACPET is unable to place the student then it will forward a request to ESOS Assurance Fund Manager who will try to place the student in an alternative course or provide a refund.

Student Default
A student default applies under the following circumstances:

- A student fails to pay an amount liable to the college directly or indirectly in order to undertake the course.
- A student breaches a condition of his or her visa.
- Misconduct by a student.

If a student defaults no refund will be issued to the student either before or after the commencement of the course.

Refunds Based on Application:
All applications for refunds must be made in writing by way of the Refund Request Form (available from the College reception area and the College website) and submitted to the Campus Officer by registered mail, courier or personal delivery as soon as practicable. Prospective Students who are overseas should contact the Campus Officer. Campus officer will process the request for a refund within 4 weeks of receipt of the application.

Refunds will be made in accordance with the following:

<table>
<thead>
<tr>
<th>Enrolment Fee</th>
<th>Non-refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition Fees</strong></td>
<td></td>
</tr>
<tr>
<td>Visa refused prior to course commencement date</td>
<td>Full refund*</td>
</tr>
<tr>
<td>Withdrawal at least 10 weeks prior to commencement date</td>
<td>Full refund*</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Withdrawal at least 4 weeks prior to commencement date</td>
<td>75% refund*</td>
</tr>
<tr>
<td>Withdrawal less than 4 weeks prior to commencement date</td>
<td>60% refund*</td>
</tr>
<tr>
<td>Withdrawal after the commencement date</td>
<td>No refund*</td>
</tr>
<tr>
<td>Visa cancelled due to actions of the student</td>
<td>No refund*</td>
</tr>
<tr>
<td>Student default</td>
<td>No refund*</td>
</tr>
<tr>
<td>Course withdrawn by College</td>
<td>Full refund*</td>
</tr>
<tr>
<td>The College is unable to provide the course for which the original offer was made</td>
<td>Full refund*</td>
</tr>
<tr>
<td>Visa extension is refused</td>
<td>Return of unused tuition fees</td>
</tr>
</tbody>
</table>

**Withdrawal from study - current students**

Refund of unused tuition fees (of the following term/s)

*(Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration)*

**Abandonment of Course**

If a student abandons his/her course without formally withdrawing from the college no refunds will be made to the student.

**Compulsory Health Insurance (Student Visa holders only)**

Refer to OSHC provider

*refund refers to refund of the monies paid for the Tuition fee.*

The College reserves the right to withhold granting the Award attained by the Student, if student fees remain outstanding.

The Refund policy applies equally to all students including students who have Permanent Residency or Australian Citizenship.

**Appealing Refund Decisions:**

- Appeals can be made against the Refund decision. The process of appeal will be as per the college’s Appeals and Complaints Policy (a copy of the policy is available from the college website and also from the reception).
• A student can still take action under Australia's consumer protection laws or seek legal remedies despite the availability of college's complaints and appeals processes.

Refund Procedure:

1. Student completes the Refund Request Form available at the reception or the college website.

2. The application is submitted to the Administration Officer/Frontline Services Officer or be directly forwarded to the Campus Officer. The Campus Officer reviews the refund request.

3. If the refund request is approved, the money owing is refunded in four weeks of receipt of application.

4. If a refund request is rejected the student is informed of the decision in writing by the Campus Officer and provided with reasons for refusal along with option for appeal as governed by the College's Complaints and Appeals Policy.