

National Academy of Professional Studies (NAPS)

International Students Fee Refund Policy

Related Documents	SS000 Student Handbook SS004 Domestic Student Fee Refund Policy SS001 Student Grievance and Academic Appeals Policy SS001F Student Appeal and Complaint Form SS006 Tuition Assurance and Protection Policy A008 Course Teach Out Policy and Procedure P014 Fees and Charges Policy
HE Standards Framework 2021 ESOS Act and National Code of Practice for Providers of Education and Training to International Students	1.1 Admission 2.3 Wellbeing and Safety 6. Governance 7. Representation, Information

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1. Rationale

The National Academy of Professional Studies (NAPS) International Student Refund Policy observes the principles outlined in the; *Higher Education Support Act 2003 (HESA)* and the *Higher Education Standards Framework (Threshold Standards) 2021*.

This policy aims to provide students with a clear understanding of when and how their fees will be refunded by the Academy. The policy applies to both starting and re-enrolling students who wish to withdraw from a course in which they have enrolled.

All refund requests must be submitted in writing on the appropriate form and must be accompanied by official documentary evidence of the grounds for the request. All relevant fees and refund information will be made available to students in their offer letter in the course enrolment terms and conditions prior to enrolment, and via the NAPS website, and in the NAPS Student Handbook.

2. Overview and Application

This policy applies to both commencing and re-enrolling students who wish to withdraw from the course in which they have enrolled. All refund and review requests must be submitted in writing and must be accompanied by official documentary evidence of the grounds for the requests where applicable.

This policy, and the availability of the complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

3. Definitions

Census date means a published date set by NAPS, no earlier than 20% of the way through a unit of study, which is the last day for a student to withdraw from a unit/s without incurring a financial liability.

Fees means the tuition and administration fees which are charged to students who are enrolled in course.

Provider Default means circumstances where a refund is owing due to an action of NAPS, including:

- the degree does not start on the scheduled starting day;
- the degree ceases to be provided at any time after it starts but before it is completed; or
- the degree is not provided in full to the student because a sanction has been placed on NAPS.

Refund Request Form means NAPS SS015F Request Refund Form

Special Consideration means an exception to the general rule. Special Circumstance provisions will be applied to a student's refund request application where NAPS is satisfied that such circumstances:

- are beyond the student's control;
- did not make their full impact on the student until on or after the Census Date for the unit of study in question; and
- make it impractical for the student to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the unit.

Student means an international student who is enrolled in a course of study offered by NAPS.

4. Procedure

Students who wish to withdraw from a unit or course of study must do so by writing to the Student Services Manager by completing the SS015F Refund Request Form. A request for refund is not valid unless such a request is made by completing and submitting the SS015F Refund Request Form to the Student Services Manager. The SS015F Refund Request Form is available from the Student Services Manager.

Any student who withdraws after the Census date and a determination has been made not to provide a refund, may appeal this decision using the process outlined in NAPS SS001 Student Grievance and Academic Appeals Policy. For further general information on fees see NAPS P014 Fees and Charges Policy.

Refund

The following conditions are applied to determine the amount of refund that may be claimed by a student in each circumstance.

Condition	Proportion of Fees Refunded
Student decides to discontinue enrolment and request is more than 10 weeks before the commencement of the term in which the student has enrolled.	Refund of course fees paid minus \$500
In the unlikely event that NAPS is unable to provide the course for which an offer has been made, an alternate offer of a place will be offered at no extra cost to the student as well as a refund.	Total refund of course fee paid for the course the student initially enrolled in
An offer of a place is withdrawn by NAPS, except when the offer was made on the basis of intentional incorrect information.	Total refund of course fee paid
The applicant is unable to obtain a visa from an Australian Diplomatic Office, except if this was due to a default or breach by the student.	Refund of course fees paid minus \$500
A student withdraws from a course and a request made is less than 10 weeks but more than 4 weeks before the start of term	<p>If the student has paid tuition fees for 1 trimester, the refund amount is 50% of the fees paid minus the enrolment fee of \$250 and an administration fee of \$750</p> <p>If the student has paid tuition fees for two or more trimesters, the refund amount is:</p> <ul style="list-style-type: none"> • 50% of the fees for the first trimester; and • 80% of the fees received for each subsequent trimester <p>minus the enrolment fee of \$250 an administration fee of \$750</p>

Request is less than 4 weeks but before the NAPS Census date for that term in which the request is made.	If the student has paid tuition fees for 1 trimester, the refund amount is 20% of the fees paid minus the enrolment of \$250 and an administration fee of \$750 If the student has paid tuition fees for two or more trimesters, the refund amount is: <ul style="list-style-type: none"> • 20% of the fees for the first trimester; and • 50% of the fees received for each subsequent trimester minus the enrolment fee of \$250 and an administration fee of \$750
Withdrawal from a course on illness and compassionate grounds	Refund will be decided on a case-by-case basis.
If a student holds a valid student visa at the time of enrolment with NAPS, but after commencing their course, their current visa expires and a subsequent visa application is applied for and rejected.	Fees paid for 6 months are not refundable. Refund for any tuition fees paid for subsequent trimesters will be calculated on a pro-rata basis (calculated on a weekly basis as per the NAPS term calendar) minus the enrolment fee of \$250 and an administration fee of \$750.
Student transfers to a second course within NAPS without completing the first course after commencement.	The tuition fee paid for the 1st course will be credited on a pro-rata basis towards the tuition fee of the 2nd course. If the credited amount is greater than the total cost of the second course, no refund will be applicable.

Deductions for amount paid to representatives

If the Academy has paid an amount to a representative in relation to recruitment of a student, NAPS will reduce any amount refundable by the amount paid to the representative.

Completion of NAPS SS015F Forms

Applications for refund must be lodged at least 3 weeks prior to the start of the term for which the offer is made. Students must complete NAPS SS015F Refund Request Form to lodge the application for refund. In instances where a student has been refused a visa, the student must provide a certified copy of the official letter of visa application rejection by the Department of Home Affairs (DHA) with their completed Refund Request Form

No refund

There will be no refund in the following circumstances:

No Refund	
If a student withdraws from the course after the Census date.	No refund
If a student provides false or misleading information in application forms or during study and the student's enrolment is subsequently cancelled	This automatically disqualifies the student from any refunds
If a student's enrolment is terminated due to serious breach of NAPS rules or a breach of visa conditions including non-attendance or unsatisfactory progress	No refund

A student defers enrolment and commencement date	Tuition fees will be held by the Academy until course commencement date. If the student does not commence the course after deferment there will be no refund.
Cancellation of CoE and reporting for breach of student visa conditions, conditions of enrolment and/or National Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.)	No Refund

Third Parties

Refund of any monies received by the Academy on behalf of a student, for services other than tuition fees, must be requested directly from the company delivering the services. Students will be subject to that company's refund policy. The student will be advised on how to contact these companies in the refund calculation letter.

Provider Default: Tuition Protection Service (TPS)

As per the NAPS SS006 Tuition Assurance and Protection Policy, in the unlikely event that NAPS stops delivering their course or closes entirely, the Tuition Protection Service (TPS) will assist students to find an alternative course or to get a refund if a suitable alternative is not found. The refund covers any unspent pre-paid tuition fees paid to NAPS directly related to the course and which have not been refunded by NAPS.

If a student agrees to a new provider and is accepted by that provider, then the TPS will transfer any pre-paid fees to the new provider and if there are any remaining unspent tuition fees, they will be repaid to the student.

For more information on the TPS refer to: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

Payment of Refunds

Refunds of prepaid tuition fees will be paid within 28 days of the starting date of the unit to which the withdrawal applies.

Any refund will be paid in Australian dollars to the person or bank account nominated in the Refund Request Form, regardless of who initially paid the tuition fee. For overseas refund payment, an international money transfer fee will be deducted from the refund amount.

Appeals

If they are not satisfied with the Academy's decision, the student claiming the refund may lodge an appeal using the process outlined in NAPS SS001 Student Grievance and Academic Appeals Policy, including completing SS001F Student Appeal and Complaint Form.

5. Policy Review

NAPS may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. In this regard, any staff member or NAPS student who wishes to make

any comments about this policy may forward their suggestions to their supervisor or to the NAPS' Finance Officer.

6. Further Assistance

Any NAPS staff member who has questions about or requires more details about any part of this policy should consult their supervisor. Students should contact NAPS' Student Services.

7. Additional Resources

TEQSA: *How Does TEQSA Monitor Risk to Students?*; <https://www.teqsa.gov.au/how-does-teqsa-monitor-risks-students>

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