

# National Academy of Professional Studies (NAPS)

## International Students Fee Refund Policy

<b>Related Documents</b>	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
<b>HE Standards Framework 2021</b>	1.1 Admission 2.3 Wellbeing and Safety 6. Governance 7. Representation, Information

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## 1. Rationale

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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. This policy applies to both starting and re-enrolling domestic on-campus 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 prior to enrolment via the NAPS website, course enrolment terms and conditions and in the NAPS Student Handbook.

## 2. Overview and Application

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This policy applies to both commencing and re-enrolling international on-campus 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

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**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.

**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.

**Note: A student cannot claim Special Circumstances due to a lack of knowledge or understanding of requirements.**

**Student** in this policy refers to students who are international students on a student visa enrolled in a course of study offered by NAPS.

## 4. Procedure

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Students who wish to withdraw from a unit or course of study (degree) must do so by writing to 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.

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

### Proportion of Fees Refunded

- 80% of the full fee when the student gives at least four weeks written notice of not proceeding with enrolment before the start of the course;
- 50% of the full fee when the student gives written notice of not proceeding less than four weeks before the start of the course, but before the NAPS set census date;
- for student transfers to a second course within NAPS without completing the first course after commencement, then 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.
- the proportion of the refund will be decided on a case by case basis if a student has withdrawn from a course due to illness or compassionate grounds.

### Rejection of Refund

The student will not be eligible for any proportion of the tuition fee to be refunded if:

- the application is made after the NAPS census date, even if the student withdraws before completing the program. In this case, the student is liable to pay the full tuition fee and also any expenses, costs or disbursements incurred in recovering the tuition fees.
- the terms and conditions of the contract between the student and NAPS are breached so NAPS cancels the student's enrolment. This is the case even if it is after the census date. This includes if false or misleading information was made in the application forms or during study
- the student's enrolment is terminated due to a serious breach of NAPS rules or a breach of visa conditions including non-attendance or unsatisfactory progress; and
- 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.)

If a student defers their enrolment for a later start date, then their tuition fees will be held by the Academy until their selected course start date. If the student then does not return to start the course on the approved date, they will not be eligible for a refund.

## Total Refunds

A full refund will be paid if the request is made more than 10 weeks before the start of the term in which the student applied.

Full refunds also be granted under the special circumstances listed below. The Refund Request Form must be lodged at least 2 weeks before the start of the term in which the student was due to begin.

### *Visa Issues*

Prepaid student fees will be fully refunded if a student's application for a student visa is refused, except where this was due to the student defaulting on or breaching the visa requirements. The student needs to ensure that documentary evidence of the reason for the visa refusal is attached to their Refund Request Form, including a certified copy of the official letter of visa application rejection by the Department of Home Affairs (DHA). Refunds will be made to the home country or via the Agent.

If a student holds a valid student visa at the time of enrolment with NAPS, but after starting their course, their current visa expires and a subsequent visa application is applied for and rejected, then the following applies:

- fees paid for 6 months are not refundable.
- refund will be granted for any tuition fees paid for the subsequent trimester to NAPS will be calculated on a pro-rata basis (calculated on a weekly basis as per the NAPS term calendar) minus any applicable deductions, such as if the Academy has paid an amount to a representative in relation to the student's recruitment, the refund will be further reduced by that amount.

### *Provider Default*

If NAPS is unable to provide the course for which an offer has been made, an alternate offer of a place will be made at no extra cost to the students as well as a refund.

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>.

### *Offer Withdrawal*

An offer of a place is withdrawn by NAPS, except when the offer was made on the basis of intentionally incorrect information.

## 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.

A NAPS 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.

### Other Parties

Where a student has requested a refund, the refunds 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.

## 5. Policy Review

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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

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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

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

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