

WITHDRAWAL/REFUND POLICY INTERNATIONAL STUDENTS

Policy #03.11
Policy Area: Financial Management

This is a statement of the Academy of Film, Theatre & Television's (AFTT) policy in regards to tuition fee refunds for international students who withdraw from an AFTT course.

1. Refund Policy Conditions and Processes

- AFTT reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at AFTT, all fees will be refunded.
- Where a visa has not been received in time to start the course, the student must contact AFTT in writing and they will be offered another starting date without charge.

2. Refund Policy

Tuition fee refunds will only be granted in accordance with the Refund Policy set out below.

2.1 Full Fee Refund

AFTT will make a full refund of course fees paid in the following circumstances:

- Application for a Student Visa is unsuccessful. In this case AFTT reserves the right to retain the \$150 Registration Fee. A refund request in writing and proof of visa refusal from the Australian Government must be sent to AFTT upon visa refusal. In this case, a full refund of course tuition fees will be made within 28 days.
- If for any reason AFTT is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed, a full refund of course tuition fees paid will be made in accordance with the refund requirements of the ESOS Act 2000.

2.2 Partial Fee Refund

AFTT will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received more than 10 weeks before commencement of the course, all fees are refundable, less the \$150 Registration Fee.
- If written notice of withdrawal is received between four and ten weeks before commencement of the course, 70% of fees will be refunded, less the \$150 Registration Fee.
- If written notice of withdrawal is received less than four weeks before commencement of the course, 40% of fees will be refunded, less the \$150 Registration Fee.

2.3 No Fee Refund

- If written notice of withdrawal is received from a student after commencement of the course, no refund will be applicable.
- Refunds for any monies received by AFTT on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective company's refund policies.
- In the event that an extension to your Student Visa is not granted and the course has commenced, a refund will not be issued if written notice is received after commencement date.
- In the event that the student seeks and is granted approval by AFTT to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.
- In the event that your enrolment is cancelled because of infringement with the AFTT Code of Conduct or policies or a breach of student visa conditions, no refund of any course fees paid in advance will be granted.

3. Deferral, Suspension and Expulsion

Refer to AFTT *Policy #4.04 Deferral, Suspension and Cancellation* for the relevant Procedure and conditions related to course deferral, suspension or expulsion, which will be applied to this Refund Policy.

4. Transfer between Providers

In accordance with the ESOS National Code 2007, Registered Training Organisations (RTOs) like AFTT are restricted from enrolling transferring students prior to the student completing six months of his/her principal course of study, except for the circumstances outlined in AFTT *Policy #04.02 Transfer between Providers*. If an international student has been granted a letter of release by AFTT prior to completion of the first semester of an Advanced Diploma course, this Refund Policy will be applied according to the timing of withdrawal.

5. Related Documents

This policy should be read in conjunction with the following documents located at www.AFTT.edu.au:

- Policy #03.01 Fees taken in advance
- Policy #03.07 Late Fee Payments
- Policy #06.01 Complaints and Appeals
- Policy #04.02 Transfer between Providers
- Policy #4.04 Deferral, Suspension and Cancellation
- International Student Fee Schedule

6. Positions Responsible

- Administration Coordinator
- Student Recruitment Advisor
- Compliance Manager
- Campus Manager
- Director of Finance and Operations
- Chief Executive Officer

7. Standards Alignment

This policy complies with the requirements of the following RTO standards:

7.1 Standards for Registered Training Organisations 2015

- Standard 5.3: Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - ii) payment terms and conditions including deposits and refunds;
 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
 - c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.

7.2 ESOS National Code Part D

- Standard 2.1 (e): Indicative course related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- Standard 3.2 (b): Processes for claiming a refund
- Standard 7: Transfer between registered providers

8. Approval

This policy was approved by the CEO on 14 March 2016.