



<b>Code and Number</b>	<b>E1.14a</b>
<b>Title of Document</b>	<b>International Student Withdrawal and Refunds</b>

### POLICY

This policy adheres to the requirements of the ESOS legislative framework, including the Education Services for Overseas Students Act 2000 (Cth), National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Tuition Protection Service (TPS) framework, and related legislative instruments.

Australian College of Nursing will consider requests for international student refunds from a course of study in line with this policy and procedure.

### DEFINITIONS

**Award course:** provides graduates with a qualification that is recognised by the Australian Qualifications Framework

**International student:** refers to students with an overseas student visa and who are or would be entitled to a refund

**Course of study:** a graduate certificate course – specifically the Graduate Certificate in Nursing (Bridging and Re-entry)

**Tuition fees:** fees paid for a course

**Census date:** a published date no earlier than 20% of the way through the course of study

### PROCEDURE

#### 1. Graduate certificate course of study

International students must complete and submit a refund application available on ACN's website.

Under the circumstances outlined below students may be eligible for a full or partial refund of their tuition fees.

- Where ACN withdraws the offer of a place.
- If the conditions of an offer are not met by the student.
- If a student withdraws from the course before commencement date.
- Where unforeseen circumstances, such as ill health or visa refusal, has forced withdrawal from a program after the normal deadlines.

#### Refunds

An international student who cancels their place in the course of study in writing before commencement date will be refunded the tuition fees paid less 20%.

An international student, who withdraws from the course of study on or after the commencement date, will not be entitled to a refund.

#### 2. Protecting fees paid in advance

In the event that ACN is unable to deliver the course as offered, the international student will be given the option of:

- (i) an offer of a place in a suitable alternative course with an alternate education provider without the requirement to pay the alternative provider tuition fees for any replacement course; or
- (ii) a full refund of the tuition fees paid.

Refunds will be paid in full within 14 days of the provider default provisions within Section 46D the ESOS Act 2000 being reported.

### **3. Special circumstances**

An international student who withdraws from a course of study after the published census date, may apply in writing to have their tuition fees refunded if they believe special circumstances apply.

ACN will consider a request for a course refund if we are satisfied that special circumstances apply where:

- circumstances were beyond the student's control; and
- circumstances did not make their full impact on the student until on, or after the census date for the course of study in question.
  - before the census date, but worsen after that day; or
  - before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
  - on or after the census date; and
- circumstances were such that it was impracticable for the student to complete the requirements for the course of study in the period during which the student undertook or was to undertake the course of study. Special circumstances which would make it impracticable for the student to complete the requirements for the course of study would include:
  - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
  - a traumatic experience, which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologist's reports);
  - inability to begin studying on the course commencement date due to delay in receiving a student visa

Evidence of special circumstances must be provided with the refund application.

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

### **4. Payment of refunds**

Refunds will be paid within 30 days of approval.

### **5. Publication**

This International Student Withdrawal and Refund Policy is made available to students and persons seeking to enrol with ACN by publication on the website: [www.acn.edu.au](http://www.acn.edu.au).

This refund policy will also form part of the student written agreement.

## **RELATED POLICIES AND PROCEDURES**

[E.1.13 Student Grievance Handling – Academic and Non Academic Policy](#)

## **RELATED FORMS**

[ED080 International Student Refund Request](#)

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