

This procedure should be followed in accordance with individual Written Agreements and the Fees, Charges and Refunds Policy. This procedure ensures that all funds owing to ACFE are collected within a fair and reasonable timeframe.

Refunds will be paid automatically within 28 days in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer; or
- Where the course stopped after the course had commenced and before it completed; or
- Where the course was not fully provided to the student because of a sanction put on.

In this instance, the student will be sent a letter notifying them of the reason for the refund and payment of the refund at the registered home address.

Receiving applications for refunds

- Upon receipt of an Application for Withdrawal or Application for Suspension form, will have their eligibility for a refund assessed. This will be assessed within 10 working days of receipt of the Application Form in accordance with the Fees, Charges and Refund Policy.
- A student may also request a refund using the Application for Refund Form which will prompt an assessment of eligibility for a refund. This assessment will be made within 10 working days of receipt of the Application Form.

Assessing eligibility for a refund.

- Eligibility for refunds will be assessed within 10 working days of receipt based on the following criteria

Circumstances in which a refund will not be paid – **NO REFUND**

A student is not entitled to a refund in the following circumstances:

- Application fee
- Where ACFE terminates the student's enrolment because of a failure to comply with ACFE policies, misbehavior or unsatisfactory course progress or attendance.
- If an international student's visa is cancelled during a study period.
- If the student withdraws on or after the commencement date of the course intake as stated in the Confirmation of Enrolment.
- If the student withdraws while waiting for pending visa approval.

Circumstances in which a refund will be paid – **REFUNDS APPLY**

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- If any of the circumstances described apply.
- If an international student is unable to obtain a substantial visa to study (refusal from DIBP should be presented)
- If a student cannot commence the course because of illness or a disability.

- Where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of ACFE CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events
- If an offer of a place is withdrawn by ACFE but this is not due to incorrect or incomplete information being provided by the student.

Partial refunds will be provided in the following circumstances:

- If the student cancels less than 30 days prior to the intake date as stated in the Confirmation of Enrolment.
- If a student has supplied incorrect or incomplete information and as a result ACFE withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the deposit paid will be refunded less a 20% administration fee.
- Where a student with visa withdraws from a course 31– 45 days before the course commencement 80% will be refunded , 46-60 days before the course commencement 90% of the deposit paid .