

POLICY & PROCEDURES

Refund Policy

Creation Date:	January 2008	Date Updated:	October 2010
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POLICY

ATMC's Refund Policy observes the principles outlined in the *Education Services for Overseas Students Act 2000* (ESOS Act) and *The National Code 2007* and applies to all new and re-enrolling students unless otherwise stated. This policy establishes the criteria for granting refunds for paid course fees and applies to equally to commencing and continuing students.

Refund applications must be made in writing to ATMC along with the Refund Application/Refund Calculation form and supporting documentation. Refunds will be refunded within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated. Before a refund can be processed, the funds covering the tuition fee must be available to the ATMC, i.e. cheques and drafts cleared and telegraphic transfers received.

PROCEDURE APPLYING FOR A REFUND

To apply for a refund the Student must complete the Student -Refund Application Form and attach any evidence or documentation relevant to the refund application.

The Student must submit the form to the:

- (a) Enrolments Officer for refunds prior to arrival/commencement; or
- (b) Enrolments Officer/Student Support Officer or Student Administration for refunds after commencement.

Students will be notified of the outcome of their refund application in writing within 10 working days of the receipt of the Refund Application Form, the Student – Refund Calculation form will be provided explaining how the refund was calculated.

If a Student is dissatisfied with ATMC's decision in relation to their refund request a Student may lodge an appeal under the Complaints and Appeals Policy and Procedure. The availability of complaint and appeal processes do not remove the right of the student to take action under Australia's consumer protection laws.

REFUND CALCULATIONS

If a student's course does not commence on the agreed starting day for any reason, or if their Visa has been refused by DIAC, they will be issued with a FULL REFUND.

In the unlikely event that ATMC does not start a student's course on the scheduled date or is unable to deliver a course in full for any reason, the student will be offered a refund of 100% of tuition fees paid for that part of the course which ATMC has not delivered. The refund will be paid to the student within 28 days of the day on which the course ceased being provided or did not commence. ATMC may arrange for another course, or part of a course, to be provided to students, at no extra cost to the student, as an alternative to refunding course money. Where the student agrees to this arrangement, ATMC will not be liable to refund the money owed for the original enrolment.

If ATMC is unable to provide a refund, or place the student in an alternative course, the ACPET Tuition Assurance Scheme (ACPET-TAS) will place the student in a suitable alternative course at no extra cost to the student. If the ACPET-TAS cannot place the student in a suitable alternative course, then the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the ESOS Assurance Fund Manager.

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Refund calculations are detailed below:

If Student Visa has been refused by DIAC	Full refund (less application fee)
If Student more than 10 weeks prior to course or semester commencement	Full refund (less application fee)
If Student withdraws 4 to 9 weeks prior to course or semester commencement	80% refund of semester
If Student withdraws less than 4 weeks prior to course or semester commencement	70% refund of semester
If Student withdraws after the course or semester commences	No refund of current semester fee.
If your course is cancelled or rescheduled by ATMC	Full refund

Definitions

International Student – a student who is a Direct International Student or a Local International Student.

Local International Student - a student granted an initial visa to attend another Australian educational institution and wants to extend or change the conditions to that visa by enrolling at the Institute.

Local Student – a student who is an Australian Citizen and/or permanent resident enrolled at the Institute.