Refund Policy

Students are entitled to apply for a refund of course fees, this is available in specific circumstances where the:

- Student Withdraws from the Course (at least 8 weeks before start date)
- Course is cancelled by ACC
- The student VISA is rejected, any prepaid course fees are refunded (refer to Visa’s below)

The application for a refund process is detailed below:

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Non refundable fees

No refund is available to students where:

- A student has already commenced the course; the full cost of the course is applicable.
- The enrolment fee is non-refundable except in the event that ACC is unable to run the course.
- Fees paid by the student for any Recognition of Prior Learning (RPL) or Recognition of Credit Transfer (RCT) assessment fees, are non-refundable

Refunds if student withdraws

If a student withdraws from the course, at least 8 weeks prior to the scheduled start date, a full refund will be paid (see payment of refund below).

Application for Withdrawal/Cancellation/Deferment form is available from the ACC website. Students may apply to defer or transfer course fees between courses.

Refunds if ACC cancels course

In the unlikely event that ACC is not able to run the course, or it does not start on the scheduled date, ACC will:

- Provide a full refund of the Course fee and Enrolment fee, OR
- Upon written agreement with the student, place the student in an alternate suitable course with ACC.
- Refunds due to ACC default in this instance will be paid within 14 days (see payment of refunds below)

Refunds and Visas

There are specific circumstances where refunds are available to students due to VISA related events:

- If a student visa application is rejected, any prepaid course fees will be refunded.
- If a Student Visa is cancelled due to the actions of the student, no refund will be granted.
- If a Visa extension is refused for any reason other than the actions of the student, ACC will provide a refund of any unused course fees.

No refund is granted after a student has commenced the course and the full cost of the course must be paid for. This includes students who are on payment plans.

Application for a Refund

Complete the Application for Course Refund Form available on the ACC website, or apply in writing to ACC. Submit the form via email to: admissions@accollege.edu.au

Post: 2C/1990 Logan Road Upper Mt Gravatt Qld 4122

Applicants are advised of the outcome within 10 days of receipt.

Approved refunds are paid within 4 weeks of the application (see payment of refund below).

Payment of Refund

Approved refunds are paid within 4 weeks of the application for refund.

Refunds due to default by ACC are paid within 10 working days.

All monies paid for the course will be transferred in Australian Dollars AUD, less any applicable administration fee and enrolment fee.

All refunds will be paid to the person who entered into the agreement (the person on the enrolment form).

A refund may be paid to a different nominated person, only with written confirmation from the person who entered into the agreement.

Tuition Services Protection (TPS)

The Tuition Protection Service (TPS) is available to all International Students, information is available about the TPS at www.tps.gov.au

In the unlikely event that ACC has defaulted and is unable to provide a refund or place a student in a suitable alternative
course, the Tuition Protection Service (TPS) is available. The TPS will offer the student a suitable alternative place with another provider or refund the unused portion of the prepaid course fees.

Privacy
ACC maintains a strict policy of confidentiality and privacy, protecting all students’ personal information. ACC is bound by the National Privacy Principles (1988) as incorporated in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. ACC will only share a student’s personal information collected on the enrolment form or during your enrolment, in certain circumstances, with the Australian and State Government and designated authorities, and the Tuition Protection Service (TPS). In other instances information collected on the enrolment form or during your enrolment can be disclosed without your consent where authorised and required by law. This information may include personal and contact details, course enrolment details and changes and the circumstances of any breach by the student of a visa condition.