**SECTION A: Tuition Fee Refund Policy – General Application Process**

The following procedures will apply to all applications for refund:

1. Any and all applications for a refund of tuition fees by a student (or original payee of the student’s tuition fees) must be submitted to PCT in writing, using the Tuition Fee Refund Form.
2. All Application fees, Recognition of Prior Learning fees, Re-assessment fees and Student Services fees are non-refundable if they are incurred before the date of application for refund.
3. All applications for refund of paid tuition fees by a student (or original payee of the student’s tuition fees) will be finalised by PCT within 28 days of lodgement of the application. Incomplete refund applications may result in a delay in processing beyond 28 days.
4. Where tuition fees have been paid to PCT by a third party on a student’s behalf, PCT reserves the right to notify that original payee, that a request of refund has been made by the Student in question.
5. Any and all refunds, approved by PCT, will be made payable back to the original payee from whom the tuition fees were received on behalf of the student. Such refunds will be paid in Australian dollars (AUD) only.
6. PCT does not take responsibility or liability for any variance in refund amounts, paid back to Student (or original payee of the student’s tuition fees), due to foreign exchange rate fluctuations or bank fees and charges, that are levied against the Student (or original payee of the student’s tuition fees) by their own banking institution.
7. If an application for refund of paid tuition fees by a student (or original payee of the student’s tuition fees) is declined by PCT, then PCT will notify the applicant in writing, within 28 days of receiving the refund application, of the decision to decline the refund, and will outline the reasons for such a decision.
8. An application for refund that is declined by PCT is subject to the availability of an internal Appeal to the Principal of PCT. All appeals must be made in writing and addressed to the Principal within 28 days of the receiving written notification of the refund application being declined.
9. The denial of a refund under this Policy or the accessing of PCT’s internal Appeals process, not remove the right of the student to take further action or to pursue other legal remedies Australian consumer protection laws.

**SECTION B: Tuition Fee Refund Policy – General Refunds**

In line with current legislative requirements, as well as the General Application process outlined above in Section A, any payable refunds will be subject to the following clauses under PCT’s General Refund provisions:

1. If a student withdraws from the unit or a course on or before the census date, he/she will be repaid any tuition fees that he or she may have paid up front. The student must notify his intention in writing and fill in a form specified by the College.
2. No refund will be given to any student who withdraws from their course of study, after the census date of that current study period (term), for the current period of study. Any additional tuition fees...
that have been paid beyond the current study period (term), that are deemed refundable, will be payable back to the student minus any applicable deductions*.

**SECTION C: Tuition Fee Refund Policy – Provider Default**

The College is deemed to have defaulted on its obligations to its students if it has received upfront payment from students for the course but:

- The provider does fail to deliver the as agreed without proper notification;
- The course stops being provided after the start date and before it is completed; or
- The course is not provided fully to the student because the College has had a sanction imposed.

In the event that PCT defaults on the basis of any of the above circumstances, the following refund based procedures will take effect, subject to any of relevant policies as mentioned above:

1. Any student affected by a default on behalf of PCT, will first be offered enrolment in an alternative course provided by Pacific College at no extra cost. Any offer will be made subject to and in line with existing Student Visa conditions and requirements.
2. If an affected student accepts the offer of enrolment in an alternative course offered by PCT, then the student will be issued a new Letter of Offer and Written Agreement within 14 days of the date of default.
3. No refund Administration fee will be charged for any refunds due to provider default.
4. In the event that any affected student by PCT’s default does not accept an offer by PCT of an alternative course within PCT, the full refund of unspent tuition fees will be paid within 14 days of the date of default.
5. PCT will provide the student in writing, within 14 days, a statement that explains how the refund amount has been calculated.
6. In the unlikely event that PCT is unable to provide a refund or place the student in an alternative course offered by PCT, Tuition Assurance Scheme (TAS) administered by the ACPET will place the student in a suitable alternative course at no extra cost to the student.