

Refund and Late Payment Policy & Procedure

Policy/Purpose:

Full Fee Refund

ACDC will make a full refund of course fees paid in the following circumstances:

- Application for a student visa is unsuccessful. In this case ACDC, reserves the right to retain A\$500. A request for refund in writing and proof of visa refusal from the Australian Government must be sent to ACDC upon visa refusal. In this case full refund of course, tuition fees will be made within 28 days.
- If for any reason ACDC is unable to start delivery of the course on the agreed starting date or ceases to deliver the course before it is completed. In this case a full refund of course less enrolment fee will be made within 14 days of the specified starting date or from the time the course ceases to be delivered in accordance with the refund requirements of the ESOS Act 2000.

Partial Fee Refund

ACDC will make a partial refund of tuition fees in the following circumstances:

- If written notice of withdrawal is received from a candidate at least 28 days prior to the initial course commencement, 50% of the tuition fees are refundable, less enrolment fee.

No Fee Refund

- If written notice of withdrawal is received from a candidate less than 28 day prior to the initial course commencement or at any time after course commencement, no refund will be applicable.
- Refunds for any monies received by ACDC on behalf of the student for services other than tuition fees must be requested from the company delivering the service and will be subject to the respective companies refund policies.
- In the event that an extension to your student visa is not granted and the course has commenced a refund will not be issued. You are advised not to enrol if you believe their visa will not be extended.
- In the event that the student seeks and is granted approval by ACDC to transfer to another provider prior to completion of six months study of the principal course, no refund of any course money paid in advance will be granted.
- In the event that your enrolment is cancelled because of infringement with ACDC disciplinary Policy or breach of student visa conditions, no refund of any course money paid in advance will be granted.

Statement Regarding Consumer Protection

“This agreement, 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”

Scope:

All ACDC students requesting a refund for courses fees.

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|---|---|-------------------------|----------------|
| Melbourne City Institute Pty Ltd T/A Australian City Design College | ABN: 87618364319 | RTO: 45353 | CRICOS: 03684J |
| Melbourne: Suite 802, 343 Little Collins Street, Melbourne VIC 3000 | Adelaide: Level 7, 118 King William Street, Adelaide SA 5000 | | |
| Phone: 1300 159 058 | Website: www.acdc.edu.au | | |
| Document Number: P20 | Document Name: Refund Policy & Procedure | Modified by: B Chao | |
| Version: 4 | Review Date: Dec 2026 | Modified on: 14/05/2024 | |

P20- Refund Policy & Procedure

Procedure:

| | Responsibility | Steps |
|---|------------------------|---|
| 1 | Student | <p>Apply for Refund using the F26 Request for Refund form, stating reason and relevant details.</p> <p>This must be submitted to the Administration Manager at ACDC, Suite 802, Level8, 343 Little Collins Street Melbourne VIC 3000 Australia. Or by email, with attached support documents, to admissions@acdc.edu.au</p> |
| 2 | Administration Manager | <p>All refunds must be approved by the Administration Manager.</p> <p>Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.</p> |
| 3 | Accounts Manager | <p>All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution. ACDC will provide the student with a statement detailing the calculation of the refund.</p> |
| 4 | Administration Manager | Advice student of the outcome |

Related Documents/Forms/Policies:

F26 Request for Refund form

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|---|---|-------------------------|----------------|
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