AUSTRALIAN
NATIONAL COLLEGE

PP161 REFUND POLICY AND PROCEDURE

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2.0 RELEVANT STANDARDS AND LEGISLATION:

National Vocational Education and Training Regulator Act 2011
Standards for Registered Training Organisations (RTOs) 2025

- Standard 4.3 Any risks to VET students, staff and the organisation itself are identified and managed

Education Services for Overseas Students Act 2000 (ESOS Act)

- Section 7
- Sections 27 to 32
- Sections 46 to 47

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)

- Standard 1: Marketing information and practices
- Standard 2: Recruitment of an overseas student
- Standard 3: Formalization of enrolment and written agreements

Competition and Consumer Act

- Australian Consumer Law

3.0 DEFINITIONS

Agreed Start Date: Agreed start date means the day on which the course is scheduled to start or a day agreed between ANC and the student as per student's eCoE

ANC: Australian National College, hereafter known as *the College*

Commencement: The published date of commencement of tuition at the CoE of the student and ANC.

Course: A structured and integrated program of education, usually consisting of a number of units of study leading to the award of a qualification. For more information ref: - www.training.gov.au

Course Fees: The money received by Australian National College for providing the course to the student and includes:

- Tuition fees
- Any amount received by Australian National College that must be paid to a registered health benefits organization on behalf of the student.
- Any other amount the student has paid, directly or indirectly, to the institute in order to undertake the course e.g. material fee.
- A non-refundable fee covering the cost of registration.
- A non-refundable airport reception and accommodation booking fee (where applicable).
- Fees are subject to change.

Defer: Postponement Prior to Commencement of Studies.

Deposit: Any monies paid to confirm the student's enrolment in succeeding courses; concurrently with or after signing the Enrolment Acceptance Agreement.

Enrolment: A student is considered to be enrolled in a course upon signing the Letter of Acceptance/Offer Letter-Agreement, or enrolled in a unit of study and timetable for the current study period.

Enrolment Fee: The fee payable, set out in the student enrolment, to make an application to study a course at Australian National College. The enrolment fee is a non-refundable fee covering the cost of registration; the enrolment fee is subject to change.

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ESOS Act: The Education Services for Overseas Students Act (2000) of the Commonwealth of Australia, as amended from time to time.

Financial Encumbrance: Student's grades/results will be withheld, the student will be prevented from enrolling in courses for future study periods/Future Course, no academic transcript of the student's academic record will be issued, eligibility for graduation will be refused, and provision of results to other institutions (to which the student has authorised the provision of results) will be refused due to non-payment of fees.

Full time Study Load: A study period consisting minimum of 3-4 units of study and minimum of 20 hr. per week for each study period.

International Student: For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa.

Local Student/Domestic Student: For the purpose of this policy, a domestic student is anyone who is a permanent resident of Australia, citizen of Australia or New Zealand or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of a course of study.

National Code: National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018- Factsheets-.aspx

Non-Tuition Fees - Enrolment Fee; OSHC Fee; Fees to cover textbooks or uniforms, which student use while they study the course.

Offer Letter (*or* ***Letter of Offer):*** A Formal offer of place at ANC in a nominated course, including cost of course.

Overseas Student Health Cover (OSHC): OSHC is insurance to assist international students meet the costs of medical and hospital care that they may need while in Australia.

Payment Plan: Payment of fees over a specified period of time.

Prescribed Date: Students paying full fees: Close of business Friday before classes start

Provider: *A*ny Registered Training Organisation (RTO) or Higher Education Provider within Australia.

Sponsorship: Where a student's fees are paid by someone else.

Statement of Account: Financial transactions recorded against a student, including all receipts and billings.

Student: A student who is enrolled at Australian National College and includes both prospective students and currently enrolled students who are 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act (2000).

Students on Payment Plan: Is usually the 10th of every month, or agreed by the account department (Usually the first payment is due on the Start date of the course).

Student Visa: For the purposes of the definition of student visa in section 5 of the ESOS Act, a visa of a subclass mentioned in the definition of student visa in regulation 1.03 of the Migration Regulations 1994 is a student visa *unless it is granted to*:

(a) A Foreign Affairs student (within the meaning of the Migration Regulations 1994); or

(b) A Defense student (within the meaning of the Migration Regulations 1994); or

(c) A secondary exchange student (within the meaning of the Migration Regulations 1994); or

(d) An overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia; or

(e) A person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations 1994 for the grant of the visa

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Study Period: A discrete period of study within a course, namely a semester or 6 Months, in which a student undertakes and completes units of study

Suspend: Temporary Postponement of enrolment during Studies.

Tuition Fees: The fees for enrolment in a course determined by the Institute and advised in the LET101 Offer Letter, as being the tuition fees for the course.

Weekly Tuition Fees: A daily tuition fee is calculated outcome of total tuition fees for the course divided by number of calendar days in the course. Then, to get weekly tuition fees simply multiply the outcome by 7.

4.0 SCOPE

This policy applies to:

- Students enrolled at ANC
- All staff employed at ANC
- ANC Education Agents

5.0 COMMUNICATION OF THIS POLICY

5.1 Staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices.

5.2 Students are made aware of this policy through the DOC300 Student Handbook, during the enrolment and orientation processes and also throughout their studies at the College.

5.3 This policy will be made available on the ANC website.

6.0 PURPOSE

6.1 This policy and procedure is applicable to overseas students as per the requirements of the Education Services for Overseas Students Act 2000 (ESOS Act).

6.2 It should be noted that this policy refers to “Tuition Fees” and should not be confused with “Enrolment Fees” which are non-refundable unless otherwise mentioned.

7.0 POLICY

7.1 All students are to be treated fairly and with integrity while assessing their refund application.

7.2 All refunds are to be signed off by the CEO and applications to be processed within 7 days of the application being received.

7.3 The College must ensure that it adheres to the requirements as specified in sections 27 to 32 of the Education Services for Overseas Students Act 2000 (ESOS Act) in relation to the registration requirements aimed at protecting the tuition fees of students who are yet to commence their course.

7.4 In the case of provider default, the amount to be refunded by the College is calculated according to the Calculation of Fees and Refunds Table (Appendix 2) in this document and in accordance with the Legislative Instrument made under section 46 - the Education Services for Overseas Students.

7.5 In the case of student default, the amount to be refunded by the College is calculated according to the Calculation of Fees and Refunds Table (Appendix 2) in this document and in accordance with the Legislative Instrument made under section 47 - the Education Services for Overseas Students.

7.6 A plain English explanation of what happens in the event of a course not being delivered, including the role of the Australian Government Tuition Protection Service (TPS) should be provided to all students prior to enrolment (Please refer to Appendix 2 of this document).

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8.0 PROCEDURES

8.1 WHAT IS NOT A TUITION FEE

8.1.1 For the purposes of Sections 27 to 32 of the ESOS Act and Section 7 of the ESOS Regulations the following do not constitute a tuition fee:

- books or equipment sold to the student
- health insurance
- administration
- accommodation (other than accommodation that the student occupies for a short time while undertaking training, excursions, fieldwork or practical experience)
- assisting the student to apply for or hold a student visa.

8.2 GENERAL NOTES REGARDING REFUNDS

8.2.1 The College will only pay a refund to the student; or to a person nominated by the student only when written authorisation is given by the student in favour of another party.

8.2.2 If the student is unsatisfied with their refund or the processes for claiming a refund they have the right to make a complaint and seek appeals of decisions internally and externally according to the PP114 Complaints and Appeals Policy and Procedure.

8.2.3 The written agreement between the College and a student, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

8.2.5 The College must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student

8.3 STUDENT WITHDRAWS BEFORE COMMENCING ANY COURSE AT ANC

8.3.1 Where the student notifies of cancellation before commencing any course at ANC, written notification must be provided to ANC. In this case the following refunds apply / do not apply:

- Enrolment fee – No refund
- Airport pickup – Full refund
- Accommodation placement – No refund
- Equipment fees, uniform and material fees – Full refund
- OSHC – Per OSHC provider conditions
- Tuition fee – Refer to Calculation of Fees and Refunds Table

8.3 STUDENT WITHDRAWS FROM THEIR STUDIES AFTER COMMENCEMENT

8.3.1 Students must notify the College of their intention to withdraw from their current course at least two weeks prior to the start of their next semester. If a student fails to notify the College two weeks prior to their next semester start date they will be liable to pay the whole semester tuition fees of the following semester. The student must pay any outstanding tuition fee balance of their previous semester before withdrawing from their studies.

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8.3.2 Where the student withdraws after commencing studies at the College, the student must submit a FOR162 Application to Defer, Suspend or Cancel Enrolment Form. This must indicate the course(s) to be cancelled, and it should be signed and dated by the student and marked as received by the College. In this case the following refunds apply / do not apply:

- Enrolment Fee – No refund
- Airport pickup – No refund
- Accommodation placement – No refund
- Equipment, uniform and material fees – No refund
- OSHC – Per OSHC provider conditions
- Tuition fee – Refer to Calculation of Fees and Refunds Table

8.3.3 Where a student requests for deferment after commencing studies at the College that is more than one semester, it will be treated as student's withdrawal from the current semester. The student is required to pay all fees incurred for the current semester and re-enrol after the deferment period paying the respective tuition fees again.

8.3.4 The non-refundable portion of the fees is kept by the College to offset the administrative costs incurs explicitly while delivering services to international students in compliance with the ESOS Act and the National Code 2018.

8.3.5 If tuition fees remain outstanding, ANC reserves the right to withhold any Certificates and Records of Results achieved by the student.

8.4 PROCESS OF CLAIMING A REFUND

8.4.1 All applications for refund must be made in writing by way of the FOR110 Application for Refund Form and submitted to the ANC campus reception or via email at admissions@anc.vic.edu.au

8.4.2 All applications for refunds are to be processed by the College within **4 Weeks** from the receipt of student's written notification of cancellation/withdrawal only if the supporting documents have been validated during this timeframe.

***8.4.3 Please note the following points related to all refunds applications received by** ANC:*

1. The FOR110 Application for Refund Form must be completed by the student only. Refund requests made to any other person or submitted by other means will not be considered.
2. Education Agents are not authorised to receive or deal with refund requests from students.
3. Proof of identification is required to be submitted with all refund applications
4. Refunds will be sent to the bank account nominated by student in writing as part of their refund request.
5. The College will not take responsibility for delays or expenses caused by student advising wrong account details
6. Under banking regulations, if a student has made payment using a credit card any refund must be credited to the original credit card.
7. The College is unable to refund any applicant in any currency other than the Australian Dollars.
8. Date of cancellation/withdrawal is the date written request received by ANC.

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9. Without proof of Visa refusal by the Australian Government Department, no refund will be issued.
10. Refund will only be calculated if fees are received by the College in respect of the student.
11. Depending on the date of student's request for cancellation or withdrawal, the student may be still liable for fees and not eligible for refund.
12. There are no refunds associated with material and resources fees, e.g. uniforms, consumables etc.
13. Please refer to OSHC provider for refunds directly regarding Compulsory Health Insurance (Student Visa Holders only).
14. Refunds are paid to the student; or to a person nominated by the student only when written authorisation is given by the student in favor of another party.
15. ANC is not responsible for delays caused by the financial institutions in the money transfer.
16. All fees incurred by financial institutions in the money transfer process is the responsibility of the student, and where possible will be pre-deducted from the calculated refund amount.
17. Students can appeal ANC's decision taken on their refund application internally and externally as per the PP114 Complaints and Appeals Policy and Procedure.

8.5 APPEALING REFUND DECISIONS

8.5.1 Students can access the College's internal complaints and appeals processes at no cost if they wish to appeal any decision regarding their refund application.

8.5.2 When lodging a complaint or appeal, students must submit a FOR109 Complaints and Appeals Form to the campus reception within 20 working days from the decision taken on their refund application, to begin the appeal resolution process.

8.6 REFUNDS DUE TO NON-DELIVERY OF COURSE BY ANC (PROVIDER DEFAULT)

8.6.1 Under section 46 of the ESOS Act a registered provider defaults if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

8.6.2 Refunds under the above conditions will be paid in full to the student if any unspent tuition fee. ANC may arrange within 14 days 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.

9.0 POLICY REVIEW

9.1 This policy must be reviewed at a minimum of once every three years or as deemed required by the ANC Compliance Management Committee or the ANC CEO.

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10.0 ASSOCIATED DOCUMENTS/FORMS

- DOC300 Student Handbook
- FOR105 Application to Defer Suspend Cancel Enrolment Form
- FOR110 Application for Refund Form
- FOR144 Meeting with Student Form
- FOR150 Enrolment Acceptance Agreement
- FOR162 Application to Defer, Suspend or Cancel Enrolment Form
- FOR191 Intervention Strategy Form
- LET127 Cancellation of Enrolment Due to Non-Payment
- PP101 Version Control Policy
- PP114 Complaints and Appeals Policy and Procedure
- PP118 Continuous Improvement Policy and Procedure
- PP126 Deferment Suspension or Cancellation of Overseas Student Enrolment Policy and Procedure
- PP183 Tuition Fee and Payment Policy and Procedure

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APPENDIX 1 – CALCULATION OF REFUNDS AND FEES TABLE

The assessment of refund applications shall be granted as indicated below:

CALCULATION OF FEES AND REFUND TABLE			
Student Default Circumstances		**Calculation of Fees**	**Calculation of Refund**
Student visa refused	Student fails to start a course due to visa refusal (before agreed start date)	ANC will retain on the account of administrative cost: either 5% of each course fees (Tuition fees + Non-tuition fees); or $500; whichever is less.	Refund course fees (tuition and non-tuition fees) less 5%; or $500; whichever is less
	Student's application for student visa renewal got rejected or refused after agreed start date	ANC will retain weekly tuition fees for part of the course that has already been delivered to the student before the day student's application for student visa renewal got rejected or refused.	Refund tuition fees for part of the course that has not been delivered to the student after the day student's application for student visa renewal got rejected or refused. Non-tuition fees are non-refundable.
Student visa cancelled	Student's visa got cancelled due to student actions including breach of student visa conditions or holding any other types of visa including permanent residence	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund.
Cancellation requests before agreed start date	Student's notification of cancellation in at least 10 weeks prior to agreed start date	ANC will retain on the account of administrative cost: 10% of the first semester tuition fees.	Refund tuition fees less 10% of first semester tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in at least 4 weeks prior to agreed start date	ANC will retain on the account of administrative cost: 50% of the first semester tuition fees.	Refund tuition fees less 50% of first semester tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in at least 2 weeks prior to agreed start date	ANC will retain on the account of administrative cost: 75% of the first semester tuition fees.	Refund tuition fees less 75% of first semester tuition fees. Non-tuition fees are non-refundable.
	Student's notification of cancellation in less than 2 weeks prior to agreed	Full semester tuition fees for the whole duration of the first	No Refund

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	start date	semester is payable.	
Cancellation requests after deferment of commencement	Student's notification of cancellation of their course after the deferment of commencement date in a student's original eCoE in which visa was granted.	Full semester tuition fees for the whole duration of the first semester is payable.	No Refund
Cancellation requests in consecutive courses	Student's notification of cancellation in succeeding course enrolled	ANC will retain a deposit paid towards succeeding course enrolled.	No Refund.
Non-commencement	Student failed to commence their first course without prior written notification	ANC will record a Credit Note against the student. ANC will honor the fees paid in that course. This Credit Note is valid for a year from the date issued and is not transferable to any other course. It is neither redeemable for cash nor refundable in full or in part for any reason.	No Refund.
	Student failed to commence their succeeding course without prior written notification	ANC will retain deposit paid towards succeeding courses enrolled.	No Refund
	Student failed to satisfy condition of a conditional CoE including English language proficiency requirements and Course specific entry requirements.	ANC will retain deposit paid towards courses enrolled.	No Refund
Provider Default Circumstances	ANC is unable to provide the course for which the original offer was made	ANC will refund any unspent course fees (Tuition fee) received by ANC in respect of the student within 14 days	
	Course withdrawn by ANC	ANC Will refund if any unspent course fees (Tuition fee) received by ANC in respect of the student within 14 days	
Withdrawal requests after course has started	Student's notification of withdrawal from the course at least two weeks prior to the start of their next semester.	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund

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	Student's notification of withdrawal from the course after two weeks prior to the start of their next semester.	Full semester tuition fees for the whole duration of the next semester is payable.	No Refund
	Student's notification of withdrawal from the course during their study	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund
	Student withdraws after their course has started without notification	Full semester tuition fees for currently studying course is payable.	No Refund
Withdrawal during deferment or suspension of studies	Student notification of withdrawal from the course during deferment or suspension of studies	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund
Other circumstances	Student expelled for breach of ANC student code of conduct including submission of fraudulent documents or misleading information	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund
	Student failed to disclose previous visa refusal / cancellation or makes false declaration on the application	Full semester tuition fees for the whole duration of the current semester is payable.	No Refund

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APPENDIX 2 – TPS INFORMATION PROVIDED TO STUDENTS:

TUITION PROTECTION SERVICE (TPS) www.tps.gov.au

Under the Tuition Protection Service (TPS) framework, all providers have a statutory obligation to report to the TPS Director and the Secretary about provider and student defaults. This is the first layer of tuition protection for students. One of the main objectives of the TPS is to ensure that the placement and refund processes for students are quick and streamlined. The default notification requirements are to ensure students are looked after following a default in a timely way.

PROVIDER DEFAULT
Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.
- Note: Section 46A sets out further rules prescribing when a provider defaults.

STUDENT DEFAULT
Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
    - the student failed to pay an amount payable to the provider for the course;
    - the student breached a condition of his/her student visa;
    - Misbehavior by the student (Note: the student is entitled to natural justice under subsection 47A-(3).

Note: Subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

WHAT ANC MUST DO IN THE EVENT COURSE NOT BEING DELIVERED

- Under section 46B of the ESOS Act, ANC must notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. ANC must also notify students in relation to whom ANC have defaulted. The notices must be in writing and meet the requirements of the section 46B of the ESOS Act.
- Under section 46D of the ESOS Act, ANC will satisfy its tuition protection obligations to students within 14 days after the day of the default (the provider obligation period) to satisfy your tuition protection obligations to the student as set out in the section. This may include placing students who are referred to the TPS in a suitable alternative course. If a student choose to be placed into another course, ANC will ask student to sign a document to indicate that the student accepted the placement.

WHAT ANC MUST DO IF A STUDENT OR INTENDING STUDENT DEFAULTS-

- If a student or intending student defaults, ANC must provide a refund in accordance with the requirements under either section 47D or 47E of the ESOS Act, depending on which section applies to

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the circumstances of the default situation.

- Under section 47D or 47E of the ESOS Act, ANC must pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in section 47D or 47E, depending on which section applies to the circumstances of the default situation.

APPEALING REFUND DECISIONS

Refer to the PP114 Complaints and Appeals Policy and Procedure available from the ANC website if you wish to appeal ANC's decision taken on your refund application.

OUTLINE OF ANC'S INTERNAL AND EXTERNAL COMPLAINTS AND APPEALS PROCESSES:

- ANC manages and responds to allegations involving the conduct of ANC, its trainers, assessors, or other staff, and a student of ANC. ANC responds to any complaint or appeal the student makes regarding their dealings with ANC and ANC's education agents. ANC does not use or have any arrangement with any third party to provide service on its behalf.
- Students can request (appeal) for a review of decisions, including assessment decisions, made by ANC.
- Students can discuss their issues informally with any member of the ANC Student Support Team.
- ANC staff will endeavor to resolve any disputes, informal/formal complaints or appeals raised regarding student dealings with ANC or the ANC's education agents amicably and at an early stage.
- Students can access ANC's complaint and appeal process to lodge a formal complaint or appeal if a matter cannot be resolved informally.
- Students unsatisfied with the informal process can lodge a formal complaint or appeal internally using a FOR109 Complaints and Appeals Form and attach all supporting documentation and information to support their complaint or appeal. This form must be submitted to the Student Support Officer in person at the ANC Campus Reception.
- There is no charge for ANC students to lodge a formal complaint or appeal internally.
- Once the completed FOR109 Complaints and Appeals Form is received by ANC, the Compliance Officer/ CEO/ or a delegate will send a written acknowledgement to the complainant/ appellant as soon as practicable from the receipt of the form.
- The College will commence assessment of all formal complaints or appeals within 10 working days of it being made in accordance with the ANC's complaints handling and appeals process and policy and finalize the outcome as soon as practicable.
- The College will record, acknowledge, and deal with complaints and appeal in a fair and effective manner.
- The College will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner. Complainant or appellant will not be discriminated or victimized.
- The College will provide students an opportunity to formally present his or her case at no cost. ANC student can be accompanied and assisted by a support person at any relevant meetings.
- The College will notify providing student a written statement of the outcome of the internal complaint or appeal, including detailed reasons for the outcome as soon as practicable.
- Students not satisfied with the internal complaint resolution process or the outcome can access ANC's internal appeals process within 20 working days from the notification date.
- The College will keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome, according to ANC Record Management Policy and Procedures. Written record of the complaint or appeal and further action required will be maintained in the ANC Complaints and Appeals Logbook.
- Where ANC considers more than 60 calendar days are required to process and finalize the complaint or appeal, the College will:
    - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and

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- Regularly update the complainant or appellant on the progress of the matter.
- If the student is not satisfied with the outcome of the ANC's internal complaints handling and appeals process, the College will advise the student within 10 working days of concluding the internal review of the student's right to access an external complaint handling and appeals process at minimal or no cost.
- The College will provide the student with the contact details of the appropriate external complaints handling and external appeals body.
- If the internal or any external complaints handling or appeal process results in a decision or recommendation in favor of the student, ANC must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.
- ANC's complaints policy and appeals policy, procedures, and process:
    - ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
    - are publicly available
    - set out the procedure for making a complaint or requesting an appeal
    - ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
    - provide for review by an appropriate party independent of ANC and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.
- The College will identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.
- The College will securely maintains records of all complaints and appeals and their outcomes.
- The College's complaints and appeals policy does not inhibit student's rights to pursue other legal remedies at any point during or after the implementation of procedure.

FURTHER INFORMATION

If tuition fees remain outstanding, ANC reserves the right to withhold any Certificates and Records of Results achieved by the student. The Institute will refund any monies due to the student, to the student's education agent (where applicable).

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