

# STUDENT FEE REFUNDS Policy

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RESPONSIBLE COMMITTEE:	Finance Committee
CATEGORY:	Student Information and Services
DATE APPROVED:	25 February 2009
DATE OF NEXT REVIEW:	June 2010
RELATED POLICIES AND DOCUMENTS:	<a href="#">Ministerial Directions on Fees and Charges</a> <a href="#">Higher Education Support Act (2008) HESA</a> <a href="#">VET FEE-HELP Refunds Procedure</a> <a href="#">Fee Refunds for International Students Policy</a> <a href="#">Student Withdrawal Policy</a>

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## Introduction

The Institute collects tuition fees from students to participate in a range of differently funded training, including:

- Government funded
- Fee for service (user pays)
- VET FEE-HELP enabled.

## Certificate I to IV Government funded courses

The [Ministerial Direction on Fees and Charges](#) is set by the State Government and applies to Government funded courses. The Institute abides by this Direction.

In addition, the following arrangements apply:

1. A student who officially withdraws within four weeks of the course or module commencement will receive a refund of fees paid, less the minimum tuition fee of \$55.
2. A student who withdraws to take up a place at another tertiary institution will receive a full refund of all fees paid. The letter of offer from the other tertiary institution must be provided before a refund is issued.
3. Students who withdraw after the first four weeks, or withdraw from their course within four weeks of course commencement but do not complete an Enrolment Cancellation form until after four weeks, will not receive a refund.
4. Students who have not officially withdrawn from a Government funded course or module and have money outstanding for fees are still liable for those fees.
5. In the event of a course being cancelled by the Institute, a full refund will be issued to the student.
6. It is the responsibility of the student to complete an [Enrolment Cancellation](#) form. This form is available from Reception at all campuses or on the Institute website.
7. All refunds will be payable by cheque or to an EFTPOS account (depending on the method of initial payment).

## Fee for Service training

In the case of Fee for Service (user pays) courses the following arrangements apply:

1. Students are required to make full payment for fee for service training at least one week prior to course commencement, or by a date specified by the Institute. For courses with substantial fees, options for payment by instalment may be offered.
2. In the event that a course is cancelled by the Institute due to insufficient enrolments, a full refund will be made.
3. In the event that the participant withdraws from the course, the Institute must receive written notification of this at least one week prior to the course commencing for a full refund to be made. If the minimum notification period is not possible and special circumstances apply, the student may write to the Registrar to state their case for fee refund.

4. All refunds will be payable by cheque or to an EFTPOS account (depending on the method of initial payment).

### **Refunds or re-crediting for Diploma, Advanced Diploma and above**

The following arrangements apply to Courses at the level of Diploma and above:

1. Courses at the level of Diploma and above are VET FEE HELP enabled.
2. Where a student is withdrawing from a VET FEE-HELP enabled course, refunds will be made in accordance with the Higher Education Support Act 2003 (HESA).
3. Students do not incur a liability for a VET unit of study until after the census date, which can be set no earlier than 20% of the way through a VET unit of study. This applies to all students whether they pay their tuition fees up-front or seek VET FEE-HELP assistance. The Institute is required to refund a student any tuition fees the student has paid for a unit if they are no longer enrolled in that unit at the end of the census date. The exception is where [VET Tuition assurance](#) has been activated.
4. Under HESA, a student has the right to appeal a decision not to refund or re-credit a student's FEE-HELP balance. Refer to [VET FEE-HELP – Refunds Procedures](#).
5. Students who withdraw from a VET FEE HELP enabled course prior to the Census Date will not incur a late withdrawal fee.

### **Access and equity**

The Institute is committed to adhering to access and equity principles in the implementation of this policy.