



Student Fee Refund Policy

Policy purpose

This document sets out North Regional TAFE's policy for Student Fee Refunds. A fee refund may be a result of an official withdrawal from a training course within the specified guidelines or an amendment to enrolment. This policy should be read in conjunction with the VET Fees and Charges Policy of the Department of Training and Workforce Development (DTWD).

Policy scope

This document describes the refund policy for:

- publicly funded training (delivered by the College or by a third party on behalf of the College)
- short courses and commercial courses.

This policy does not apply to International Students. International Students seeking a refund must refer to the TAFE International Western Australia (TIWA) Refund Policy, previously Education and Training International (ETI), or contact the International Coordinator at North Regional TAFE.

For VET FEE-HELP or VET Student Loans refunds this policy should be read in conjunction with the College's VET FEE-HELP Tuition Fee Refund Policy.

Note: In all cases, refunds are not automatically made. Students must request a refund in writing filling in the Student Withdrawal, Refund, Roll Transfer Application – CS004FRM available from Campus Administration.

Fee refunds (publicly-funded training)

- 1 A full refund of all course fees and resource fees will be granted in the following circumstances:
 - a course or unit of study is cancelled or re-scheduled to a time unsuitable to the student
 - the student was not given a place due to maximum number of places being reached
 - a student in a Diploma, Advanced Diploma course withdraws prior to the census date.
- 2 A full refund of all course fees and 50% of the resource fees will be granted if none of the above apply, and the student withdraws prior to the census date (non VET Student Loans courses only).

Fee refunds (short courses and commercial courses)

Once enrolment has occurred, there is an option to withdraw from the course up to five working days prior to delivery of the course. Customer cancellation or rescheduling within five business days of course commencement will be subject to the full course fee. In the event of rescheduling or cancellation of a course, the College will endeavor to transfer bookings to the next available course but no guarantee can be given.

Where a client agrees to a customised course for a group of students, the client is liable for the full agreed course fee irrespective of the number of students.

Special circumstances

Refunds may be approved by the Managing Director if a student can establish, with documentary evidence, satisfactory grounds for withdrawing from the course, eg serious illness or disability, transfer of employment or other circumstances beyond their control.

In all cases, relevant documentary evidence (eg medical certificate) is required.

No refund

No refund will be granted if a withdrawal/application for refund is submitted that does not meet refund eligibility requirements.

Due to ceilings on some publicly-funded course fee charges, in some instances full time students who withdraw from a single module/unit of competency may not be entitled to a refund.

Adjustments based on concessional enrolments

Students who do not have concession cards at the time of enrolment must pay full fees for publicly-funded courses (there are no concessions for commercial courses). Students may claim an adjustment to their fees to the concessional rate if they are able to obtain a concession card and present it at the College within four weeks of enrolment or before a roll is resulted. (The College will accept a temporary notice from the relevant organisation that an allocation of a concession card is pending).

Fee Payment Agreements

A student on a payment plan will only be entitled to a refund if the total owed by the student is less than the refund due. In situations where a student owes more than the refund due, a new *Fee Payment Agreement* will be issued and their outstanding debt amended.

Note: If students on *Fee Payment Agreements* do not officially withdraw prior to the census date, they will still be liable for full payment of any outstanding fees.

Student credits

North Regional TAFE does not allow students to remain in credit. If a withdrawal application results in a credit balance, the college will request bank details to refund the student fees paid.

Payment by a third party

Where the payment, of student fees has been made by a third party any fee refund will be returned to the third party.

Definitions

The following definitions apply in this document:

Census date	<i>The census date for each unit will be calculated at no less than 20% of the way through the delivery of a unit.</i>
Concessional fees	<i>Discounted course fees for students with a valid concession type. Refer to Student Fees and Charges Policy.</i>
Course fees	<i>Fees which contribute to the cost of training delivery and which are supplemented by state government funding</i>
Fee Payment Agreement	<i>Students may request a payment plan to pay fees in instalments.</i>
Resource fees	<i>Fees for materials purchased by the College to be consumed or transformed by students in the course of training</i>
VET FEE-HELP	<i>A loan scheme that was in place up until 1 January 2017.</i>
VET Student Loans	<i>A loan scheme that allows a Diploma or Advanced Diploma VET students to apply for an Australian government loan to cover the cost of course fees and resource fees up to predefined loan ceiling limits per qualification.</i>



QMS details

Responsible committee	Executive management Team
Category	Client Services
Policy manager	Manager Student Services
Policy number	CS010POL
Date approved	13 December 2016
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Related policies and documents	DTWD VET Fees and Charges Policy 2017 Student Fees and Charges Policy Student Payment Plan Financial Hardship Form Student Refund/Withdrawal Form Enrolments and Withdrawals Policy and Procedure VET FEE HELP Tuition Fee refund Policy