Student Withdrawal and Fee Refund Policy

Policy purpose

The purpose of this document is to provide information to North Regional TAFE staff and students about the withdrawals and refund guidelines that apply to a withdrawal from a course or unit of study.
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; and
- Skill sets 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* or contact the International Coordinator at North Regional TAFE.

For VET Student Loans refunds, this policy should be read in conjunction with the College's *VET Student Loans Tuition Fee Review Policy*.

In all cases, refunds are not automatically made. Students must request to be withdrawn by completing the Student Withdrawal, Refund, Transfer Application form available by contacting our office on 1300 996 573 or emailing Info@nrtafe.wa.edu.au

Definitions

The following definitions apply in this document:

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

Fee Refunds

Publicly-funded training

A full refund of all tuition fees and resource fees will be granted in the following circumstances:

- Where a course or unit of study is cancelled or re-scheduled to a time unsuitable to the student; or
- Where the student was not given a placement due to maximum number of places being reached; or
- Where a student in a Diploma or Advanced Diploma course withdraws prior to the census date; or
- Where an employer does not release an Apprentice or Trainee to attend block training.

A full refund of all tuition fees and 50% of the resource fees will be granted if:

- None of the above circumstances apply, and
- The student withdraws prior to the census date (Certificate I-IV students).

Skill sets and Commercial courses

Once enrolment in a Skill set or Commercial course has occurred, a student can request to withdraw up to ten working days prior to delivery of the course and receive a full refund.
Customers cancelling or rescheduling within ten business days of course commencement will remain liable for the full course fee, unless approved otherwise by a Director of Training
In the event of the College rescheduling or cancelling a course, the College will endeavor to transfer enrolments to the next available course delivery. Due to maximum placements 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, unless the course is cancelled by the client with more than ten business days' notice or if applicable any other minimum notice period specified in the quotation provided to the client.

No refund

Except in special circumstances, a refund will not be granted if the request for withdrawal does not meet refund eligibility requirements. For example,

- Where the withdrawal is requested after the census date has passed; or
- Where the withdrawal is requested within ten business days of delivery of a Skill set or Commercial course; or
- Where the fee is an incidental fee.
- Where the fee is related to an RPL enrolment.

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.

Special circumstances

The Managing Director may approve a refund if a student can establish, with documentary evidence, satisfactory grounds for withdrawing from the course for reasons of personal circumstances beyond their reasonable control. For example:

- Serious illness resulting in extended absence from studies; or
- Injury or disability that prevents the student from completing their studies; or
- Change to employment circumstances that prevents student from attending class.

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

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 or Diploma 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 the related enrolment is resulted.
The College will accept a temporary notice from the relevant organisation that an allocation of a concession card is pending.

Fee Payment by Instalments

A student on a payment plan will only be entitled to a refund if the total amount owed by the student is less than the refund due. In situations where a student owes more than the refund due, a new Payment by Instalments will be issued and their outstanding debt amended.
If a student on a payment plan does 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 eligible fee refund will be returned to the third party.

Document owner to complete

Document owner	Manager Client Services
Responsible committee	Executive Management Team
Responsible director	Director Organisational Services
Related policies and documents	DTWD VET Fees and Charges Policy Student Fees and Charges Policy Payment by Instalment – Direct Debit Procedure Student Withdrawal, Refund, Transfer Application Enrolment Procedure Vet Student Loans Tuition Review Policy

QMS to complete

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