

PROCEDURE			
VET Student Withdrawal and Fee Refunds			
Date of approval	November 2015	Approved by	EMG
Date of effect	November 2015	Current to	November 2017
Relates to Policies	Student Fees Policy	Version	2016 v1.1
Policy Owner	Director, Performance Monitoring and Review		
Contact Officer	Director, Performance Monitoring and Review, 08-8939 7391		

1. Outline

The purpose of these procedures are to ensure that:

- 1.1 Students submit written requests for withdrawal from units and/or course/qualification.
- 1.2 Eligible Students receive a refund of student fees. and
- 1.3 The procedure complies with Institute and Commonwealth standards.

2. Scope

- 2.1 The procedures apply to all students and staff of the Institute regardless of where and how training is delivered (for example onshore, off shore, on the job, in the classroom, through formal study or assessment).
- 2.2 Students enrolled at the Institute may, under certain circumstances, be entitled to a full or partial refund of their tuition or course fees or deposits. Any debts to the Institute must be paid before any refund can be calculated with outstanding amounts being deducted from the refund.
- 2.3 Refunds are not automatic. Where a refund is due, fees are re-credited to the student's account and are held for a period of two (2) years, after which time, if the student has not applied for a refund, the monies may be forfeited.
- 2.4 Students may apply in writing to re-credit the forfeited amount to their student account or to their bank account. Refunds are remitted to the student after the appropriate form has been processed. Where a third party pays the student's fees, any refund will be paid to the third party.

- 2.5 All refund requests must be made in writing on the relevant *VET Student Fee Refunds form* and submitted to Student Administration. Approved refunds will be processed within four (4) weeks.

3. Policy statement

The procedures are based on relevant Institute policies, including:

- Student Fees Policy;
- Student Fees and Invoicing Procedures; and
- VET Enrolments Policy.

4. Procedures

4.1 The following procedures describe the steps to achieve the intent of the policies listed in section 3 for the following student fee types:

- VET Tuition Fees; and
- VET Fee-HELP Fees

Student fees will not be levied for units that were not delivered after a student enrolled in a unit.

4.2 VET Tuition Fees

	<i>Procedure steps – VET Tuition Fees</i>	<i>Responsibility</i>
1.	Student must submit a signed copy of the relevant withdrawal from unit form prior to the relevant <u>cut-off date</u> published for the relevant teaching period in which the student is enrolled to complete that unit.	Student
2.	Trainer indicates if the student has/has not participated in the unit(s), issues any outstanding results, signs the form and submits it to Student Administration	Trainer
3.	Student is withdrawn from relevant unit(s) and an updated Fees Invoice is sent to the student' nominated postal address.	Student Administration
4	Student completes the VET Student Fee Refund form and submits to Student Administration.	Student
5	Student Administration to check for any outstanding encumbrances before forwarding to Finance. Student Administration to advise if amount has changed.	Student Administration
6	Finance to process refund	Finance

4.3 VET FEE HELP Fees

	Procedure steps – VET FEE-HELP Fees	Responsibility
1.	VET FEE-HELP students must submit the relevant withdrawal from unit form prior to the relevant <u>census date</u> published for the relevant teaching period in which the student is enrolled to complete that unit.	Student
2a	For students that have <u>not made payments</u> of fees prior to the relevant census date of the unit(s): a) the withdrawal of the unit(s) prior to the relevant census date will result in the student <u>not</u> incurring a VET FEE-HELP debt and/or receiving a refund for any up-front payments;	Student Administration
	OR	
2b	For students that have <u>made payments</u> of fees prior to the relevant census date of the unit(s):	
2b.1	Student completes the VET Student Fee Refund form and submits to Student Administration.	Student
2b.2	Student Administration checks for any outstanding encumbrances before forwarding to Finance. Student Administration to advise if amount has changed.	Student Administration
2b.3	Finance to process refund request and advises student in writing of the outcome.	Finance

5. Related documents

- *Standards for Registered Training Organisations (RTOs) 2015*
- *Higher Education Support Act 2003*
- *Higher Education Support Amendment (VET FEE-HELP Reform) Act 2015*
- *VET Administrative Information for Providers 2014*
- *VET Administrative Information for Providers – Addendum Incorporating the VET FEE-HELP reforms 2015/2016*

6. Modification history

Date	Sections modified	Authority	Details
1611/2015	New Procedure	EMG	
Sep16	Current to date	Director PMR	Current to date amended to be consistent with other student fee policies & procedures

7. Feedback

If you have any comments or feedback about this Procedure, please contact Director, Performance, Monitoring and Review