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|---------------------------|---------------------------------|--------------------|--------------------------------|
| <b>Date of approval</b>   | 24 February 2021                | <b>Approved by</b> | Acting Chief Operating Officer |
| <b>Date of effect</b>     | 24 February 2021                | <b>Review date</b> | 24 February 2024               |
| <b>Related to</b>         | VET Student Fees Policy         | <b>Version</b>     | V2 2021                        |
| <b>Responsible Owner</b>  | Director, Student Experience    |                    |                                |
| <b>Functional Manager</b> | Manager, Student Administration |                    |                                |

## 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. Procedures

The procedures are based on relevant Institute policies, including:

- VET Student Fees Policy;
- Invoicing and Collection of Student Fees Procedure; and
- VET Enrolments Policy.

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

| <b>Procedure steps – VET Tuition Fees</b>  | <b>Responsibility</b>  |
|--|------------------------|
| 3.1 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                |
| 3.2 Trainer: <ul style="list-style-type: none"><li>• indicates if the student has/has not participated in the unit(s),</li><li>• issues any outstanding results,</li><li>• signs the form and submits it to Student Administration</li></ul> | Trainer                |
| 3.3 Student is withdrawn from relevant unit(s) and an updated Fees Invoice is sent to the student' nominated postal address.   | Student Administration |
| 3.4 Student advises Batchelor Institute in writing that they wish to access a Fee Refund (if applicable) and submits a letter to Student Administration.   | Student                |
| 3.5 Student Administration to check for any outstanding encumbrances before forwarding to Finance. Student Administration to advise if amount has changed.   | Student Administration |
| 3.6 Finance to process refund  | Finance                |

### 4. Supporting Documents

- VET Student Fees Policy,
- Invoicing and Collection of Student Fees Procedure, and
- VET Enrolments Policy.

### 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, and
- VET Administrative Information for Providers – Addendum Incorporating the VET FEE-HELP reforms 2015/2016.

## 6. Modification history

| <i>Date</i> | <i>Version</i> | <i>Authority</i>               | <i>Sections modified &amp; details</i>  |
|-------------|----------------|--------------------------------|---|
| Nov 2015    |                | EMG                            | New Procedure   |
| Sep 2016    |                | Director PMR                   | Current to date - Current to date amended to be consistent with other student fee policies & procedures |
| July 2018   | 2018 v1        | Director PMR                   | Current to date extended – still current.   |
| Nov 2018    | 2018 v2        | ELT                            | Updated responsibility and removal of VET FEE-HELP procedures (no longer offered)                       |
| Feb 2021    | V1 2021        | Acting Chief Operating Officer | Update title of Responsible Owner.<br>S7. Change title of the contact officer for feedback.             |
| Nov 2021    | V2 2021        | Senior Policy Officer          | Updated to new responsible owner title.   |

## 7. Feedback

If you have any comments or feedback about this procedure, please contact the Manager, Student Administration.