

Date of approval	24 February 2021	Approved by	Acting Chief Operating Officer
Date of effect	24 February 2021	Review date	24 February 2024
Related to	VET Student Fees Policy	Version	V2 2021
Responsible Owner	Director, Student Experience		
Functional Manager	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.

Procedure steps – VET Tuition Fees	Responsibility
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">• 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
3.3 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 & 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. 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.