

FEES REFUND (Domestic Students) POLICY

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1 Purpose

The purpose of this policy is for the management of fee refunds to domestic students.

2 Scope

This policy refers to all domestic students of TOP Education Institute.

3 Definitions

Domestic student- a student who is an Australian citizen, a New Zealand citizen or the holder of a permanent visa.

4 Procedures

4.1 Cancellation and Refund Agreement

4.1.1 Tuition fees will be refunded in the following circumstances:

- i. In the event that TOP Education is unable to provide the course, all tuition fees paid are fully refundable.
- ii. The student withdraws from a unit of study on or before to the census date (see website for current list of census dates www.top.edu.au) for that unit of study
 - a. the fees will be fully refundable; and/or
 - b. the student will not incur a FEE-HELP debt.

- iii. The student withdraws from a unit of study after the census date
 - a. no refund is applicable; and/or
 - b. will incur a FEE-HELP debt.
 - iv. Exceptional circumstances will be considered.
- 4.1.2 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

4.2 Withdrawal and Refund Policy

- 4.2.1 Notice of withdrawal and requests for refunds must be made in writing to the Administration Officer at TOP Education.
- 4.2.2 TOP Education will not authorise the transferral of fees to other institutions, nor transfer funds to any other student's account.
- 4.2.3 If a student finishes a course early, the full tuition fees must be paid before any certificate is issued.

4.3 Procedure for a review of re-crediting Fee-Help Balance

- 4.3.1 A student has a right to request a review of any decision relating to re-crediting their FEE-HELP balance.
- 4.3.2 A student seeking a review of a decision relating to the re-crediting of their FEE-HELP balance must make their request in writing within 28 days of receipt of notice of the original decision. The request must state the reason for the request and be sent to the Administration, HR and Finance Manager.
- 4.3.3 TOP will provide a written acknowledgment of the receipt of a student's request for review. This will include notification that if the Administration, HR and Finance Manager has not made a decision with 45 days of receiving a request then the original decision is taken to be confirmed and the student may appeal to the Administrative Appeals Tribunal (AAT) within 28 days of the notice and provide relevant contact details and approximate cost of lodging an appeal.
- 4.3.4 When the Administration, HR and Finance Manager has made a decision they will inform the student in writing for the reason for the decision. The decision may be to confirm the original decision, vary the decision, set the decision aside and set a new decision. This notice will advise

the students of their right to appeal to the AAT within 28 days from the date of the notice, and provide relevant contact details and approximate cost of lodging an appeal.

- 4.3.5 A Request for Re-credit of a FEE-HELP Balance and Review Procedures will be published on the TOP website and a hard copy given to all students when they lodge an Application to withdraw after the census date.

4.4 Deferral prior to commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Administration Officer at the Administration Office. When the deferral is processed students will receive a revised Letter of Offer.

4.5 Suspending student enrolment

If a student wishes to suspend their enrolment they must complete a "Request for Leave of Absence form" with all supporting documentation attached. All applications should be submitted at least 14 days prior to the suspension date. Students will receive notification in writing of the result of the request within 10 working days of receipt of their application.

4.6 Student withdrawal

If a student wishes to cancel their enrolment they must complete a "Notice of Withdrawal from Course Form" with all supporting documentation attached. They will receive notification in writing of the result of the request within 10 working days of receipt of their application.

4.7 TOP Education Institute initiated deferral, suspension or cancellation

4.7.1 TOP Education may suspend a student enrolment for misconduct where behaviour of student:

- has been in serious breach of a TOP Education rule
- is in breach of enrolment conditions
- is considered to provide a threat to the well being of other students or staff.

4.7.2 TOP Education may cancel a student enrolment for:

- a serious breach of a TOP Education rule

- breach of enrolment conditions
- where a student is considered to provide a threat to the well being of other students or staff
- serious misconduct
- failing to meet the requirements of Satisfactory Course Progress
- non-payment of tuition fee.

4.7.3 Where suspension or cancellation is initiated by TOP Education, the student will receive a notice of Intent to Defer, Suspend or Cancel Enrolment. This notice will clearly identify that students will be given 20 working days to access the Institute's internal appeals process. When the appeals process is initiated, TOP Education will maintain the student's enrolment until the internal appeals process is complete and will ensure confidentiality is maintained.

5 Related Documents

- i. Accounting and Financial Management Policy
- ii. Student Grievance Policy
- iii. Student Assessment Policy
- iv. Request for Re-credit of a Fee-Help Balance and Review Procedures