Refund of Fees Policy – Domestic Students

1. Purpose

The purpose of this policy is to provide domestic students at the Institution with a clear understanding of the conditions under which they may be eligible for a refund of their tuition and non-tuition fees or a re-credit of their FEE–HELP/HECS HELP amount for the relevant study period.

2. Scope

This policy applies to all domestic students.

3. Definitions

Deferral or defer refers to commencing **s**tudents who have received an offer of admission but wish to delay their course commencement date at the Institution. All deferral of course commencement requests must be made in accordance with the Deferral of Course Commencement Procedures.

References to **fees** contained in this policy relate to both tuition and non-tuition fees, with the exception of fees for residential accommodation which are outlined in the Residential Fees Policy.

Withdraw or withdrawal means the formal process undertaken by students who wish to withdraw entirely from their studies and discontinue their enrolment at the Institution or withdraw from enrolled subject(s) after they have signed the offer of acceptance or have commenced their study (on or after the course commencement date). A student must withdraw in accordance with the Withdrawal Procedures.

See *Glossary of Terms* for more definitions.

4. Policy statements

4.1 Refunds may be considered for students who withdraw from their course in accordance with the Withdrawal Procedures, or who are unable to continue their

studies due to compelling or compassionate circumstances beyond their control.

4.2 Refund eligibility and amounts are outlined in Table 1. Notwithstanding Table 1, students remain liable for any other outstanding debts owed to the Institution. Outstanding debts are deducted from the overall refund amount if not paid prior to the refund being processed.

4.3 Notwithstanding the provisions outlined in Table 1, a refund or recredit of FEE-HELP/HECS-HELP may be granted in special circumstances beyond the student's control, making it impracticable for the student to complete the requirements of a subject or course of study, the full impact of which occurs on or after the census date for the subject. Students are required to provide documentary evidence in support of their application (all medical evidence must be in accordance with the Student Medical Evidence Guidelines). Special circumstances are prescribed under Higher Education Support Act 2003 Administration Guidelines and include but are not limited to:

1. serious health issues;
2. death of the student or a close family member (parent, sibling, spouse or child); or
3. major political, civil or natural disaster causing prolonged absence.

4.4 Notwithstanding the provisions outlined in Table 1, refunds are not paid to any student who has submitted fraudulent documentation at any point during their application or period of enrolment in accordance with the Admissions Policy.

TABLE 1 Refund conditions for domestic students

Stage of enrolment	Refund amount	Conditions
a. Commencing or continuing students who withdraw from the course or subject(s) prior to or on census date	100% refund of fees paid for the study period	
b. Commencing or continuing students who withdraw from the course or subject(s) after census date	0% refund of fees paid for the study period	
c. Commencing students who defer their course commencement prior to the census date in accordance with the Deferral of Course Commencement Procedures	100% refund of fees paid for the study period	Students are liable for any fee increases caused by the deferral of course commencement.

d. A student who has had their enrolment suspended or cancelled by the Institution after the census date in accordance with the *Suspension and Cancellation Procedures*.	0% refund of fees paid	
e. A student with an ongoing allegation of misconduct (general or academic) or found to be in breach of any the Institution's policies.	0% refund of fees paid for study period in which the allegation occurred. 100% refund of fees paid for future study periods that have been prepaid if the outcome of the investigation is proven after the course commencement date of the consecutive study period.	
f. Commencing or continuing students who are unable to continue their studies due to special circumstances beyond their control, making it impracticable for them to complete the requirements of a subject or course of study, the full impact of which occurs on or after the census date for the subject	At the Institution's discretion	Special circumstances are outlined in the Higher Education Support Act 2003 Administration Guidelines. Students are required to provide documentary evidence. All medical evidence must be in accordance with the Student Medical Evidence Guidelines.
g. A student who has submitted fraudulent documentation at any point during their application or period of enrolment	0% of fees paid	If a student is found to have provided misleading information or documentation to receive financial assistance they are not entitled to, their entitlement to FEE-HELP/HECS HELP assistance may be revoked.

5. Tuition Protection

5.1 The Institution has arrangements in place to protect the tuition fees of domestic students in the event that the Institution is unable to deliver the course for which the student has enrolled.

5.2 The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist students whose education providers are unable to fully deliver their course of study. The TPS is a placement, refund and loan re-credit service for eligible students who are affected by a provider closing or ceasing to deliver a course. The TPS provides information and assistance to ensure that students are able to either:

- complete their studies in another course or with another education provider; or
- receive a refund of unspent tuition fees; or
- for domestic students on FEE-HELP/ HECS-HELP, receive a loan re-credit for the subjects they received a FEE-HELP / HECS-HELP loan for and they were undertaking when the provider defaulted.

5.3 In the unlikely event that the Institution is unable to deliver a course the student has paid for and does not meet their obligations to either offer an alternative course that the student accepts or pay a refund (or a FEE-HELP/HECS-HELP re-credit as applicable) of unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist the student in finding an alternative course or to get a refund if a suitable alternative is not found.

5.4 The TPS can be contacted at: administrator@tps.gov.au or phone 1300 980 434. For more information on the TPS please refer to https://tps.gov.au/Home

6. Refund process

6.1 Refund/re-credit for FEE-HELP/HECS-HELP requests must be submitted by completing the online form. The refund request will only be considered once the online form has been satisfactorily completed and any relevant documentary evidence (if applicable) submitted.

6.2 Refunds may take up to 28 days to be processed from the date the form and documentary evidence (if applicable) has been received by the Institution.

6.3 For FEE-HELP/HECS-HELP, the re-credit amount may take up to six months to appear in the student's FEE-HELP/HECS-HELP balance limit in CHESSN.

6.4 Refund payments are only made to the student, or a specified person, as nominated by the student in their written agreement.

6.5 The Institution retains records of all receipts of payments made by students under the written agreement for at least two years after the person ceases to be an accepted student.

7. Complaints and appeals

7.1 If a student is dissatisfied with a decision, they may lodge a complaint in accordance with the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.

7.2 Students have the right to make a complaint about any aspect of the Institution's services or to raise a grievance about a member of the Institution's community. Students can be assured that complaints processes are fair, equitable and dealt with promptly.

7.3 The Institution manages complaints in accordance with its *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*, which provide further details on the following key processes:
Step 1: Students are encouraged to informally resolve a grievance where it is appropriate and reasonable to do so.
Step 2: Where a matter cannot be informally resolved, or if a student is dissatisfied with the outcome, the student may lodge a complaint. The complaint will be investigated and an outcome determined within a specified time period.
Step 3: Where a student is not satisfied with the outcome of the complaint the student may lodge an appeal. The appeal will be investigated, considered by an Appeals Committee and an outcome determined within a specified time period. This is the final internal avenue for appeal.
Step 4: Where a student is still not satisfied, they may submit a complaint or appeal with an external body or agency. Full details and timelines are provided in the *Complaints and Appeals Procedures*.

8. Roles and responsibilities

8.1 The Vice President (Finance) is the responsible officer of this policy.

8.2 Executive Management Group (EMG) has overall responsibility for implementation of the policy in liaison with the Vice President (Finance).

9. Related documents

Complaints and Appeals Policy

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Refund of Residential Fees Policy

Terms and Conditions of Enrolment

Approved by the Board of Directors on 21 March 2023 (updated on 4 June 2026)