

## 1. Purpose

This work instruction outlines the procedures relating to the refund of course fees.

## 2. Scope

Educational Managers/Student Administration staff are responsible for assessing and approving refunds based on eligibility criteria.

## 3. Contents

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## 4. Definitions

### Accredited Programs:

Programs with state and/or national recognition, funded through Skills Victoria.

### Amenities Fee:

The Student Amenities Fee is a compulsory non-academic fee for accredited programs and fee for service programs for the purpose of providing student services and amenities as per Institute Board approval.

### Census Date:

A census date is set for all VET FEE-HELP approved units of study. This date can be set no later than 20% of the way through a unit. Eligible persons may apply for VET FEE-HELP assistance on or before this date.

### Commencement Date of a Unit of Competency:

For the purpose of this policy, commencement date in a Unit of competency means one of the following:

- As per attendance rolls
- Training Plan (unit competency) start date for Apprentices and Traineeships
- Evidence of unit commencement for Flexible Delivery studies.

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### **Concession:**

Holders of the following concession cards must not be charged more than the minimum Tuition fee:

- Commonwealth Health Care Card
- Pensioner Concession Card, and
- Veteran's Gold Card

The dependant spouse or dependent child of a Commonwealth Health Care Card or Pensioner Concession Card is also eligible for a concession.

### **DEEWR:**

Department of Education Employment and Workplace Relations

### **Eligible Student:**

Full fee-paying student who meets citizenship or residency requirements (refer Higher Education Support Act 2003) and has not exceeded their FEE-HELP limit (refer Higher Education Support Act 2003).

### **Fee for Service Fee:**

A fee charged on a full cost recovery basis as defined by the relevant department.

### **Fee for Service Programs:**

Programs provided by the Institute to a student on a commercial basis.

### **Fee Refund:**

For the purpose of this policy, Fee Refund means any fee applicable with the enrolment excluding Flexible Delivery Materials Fees which are non refundable.

### **Flexible Delivery Material Fee:**

A fee charged to recover the cost of providing textbooks, learners guides and resource modules that are retained by the student as his/her personal property.

### **International Student Fees:**

A fee charged on a full cost recovery basis as defined by the relevant department and in line with immigration requirements.

### **Materials Fee:**

A fee charged to recover the cost of providing goods or materials which are retained or consumed by the student as his/her personal property as defined by the relevant department.

### **Minimum Tuition Fee:**

A fee based on 40 hours of tuition at the current rate tuition rate (rounded to the nearest dollar). The tuition rate is set by Skills Victoria and indexed each year.

### **Paid Fees:**

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For the purpose of this policy, paid means the student has done one of the following on enrolment:

- Paid their fees in full at enrolment;
- Entered into a formal agreement to pay fees by instalments; or
- Entered into a formal agreement for the employer/third party to pay the fees on behalf of the student.

### **Skills Victoria:**

Skills Victoria is a business unit of the Department of Innovation, Industry and Regional Development. Skills Victoria plans, regulates and delivers a range of education and training programs and services in Victoria.

### **Tuition Fee:**

The Tuition Fee is a compulsory academic fee payable for Accredited Programs as per the Ministerial Directions on Fees and Charges Policy.

### **VET:**

Vocation Education and Training

### **VET FEE-HELP:**

An income contingent loan scheme for the Vocational Education and Training sector that is part of the Higher Education Loan Program (HELP)

### **VET Tuition Assurance:**

Tuition Assurance refers to requirements that relate to the protection of students by ensuring that if a provider ceases to provide a VET course of study, all eligible students enrolled in the course are able to either receive payment equivalent to any VET tuition fees paid for undelivered units or enrol in a similar course with another RTO (refer Statement of VET Tuition Assurance).

## 5. Actions

### Steps

#### 5.1 Government Funded Programs

- 5.1.1** Full refund of paid fees will be granted in the following circumstances:
- Students who have overpaid their fees;
  - Students enrolled in a course that has been cancelled by the Institute prior to commencement
- 5.1.2** Where a program is cancelled by the Institute after commencement, a full refund of the Tuition Fee, the pro-rate portion of the Amenities Fee and fees for Materials which have not been used in the program prior to the date of cancellation will be refunded.

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- 5.1.3** Where a student withdraws in writing prior to a program commencing, a 10% administrative fee will be deducted from the Tuition Fee. The Amenities fee and Materials fee will be refunded in full.
- 5.1.4** Where a student withdraws within four (4) weeks of the program commencing or has never attended, the Institute will retain the minimum charge for Tuition and Amenities Fees. The student will be refunded the remainder of the Tuition Fee, Amenities Fee and pro-rate unused Material Fee.
- 5.1.5** Where a student withdraws after four (4) weeks of the program commencing, the Institute will retain the Tuition Fee, Amenities Fee and used Materials Fee for units commenced, and refund the Tuition Fee Amenities fee and Materials Fee for those units not commenced.
- 5.1.6** Where a student provides evidence that they have taken a place at another educational institution within the first four (4) weeks of the program commencing, a full refund will apply. Evidence of the offer must be produced with the application for refund.
- 5.1.7** Where a student has a valid concession and provides evidence of this to the Institute within thirty (30) days (concession must be valid on or prior to enrolment date).
- 5.1.8** If outstanding fees are payable to the Institute, all or part of the refund will be used to reduce the outstanding debt.
- 5.1.9** Should any outstanding debt still remain it must be paid in full in line with the Institute's financial terms and conditions.

### 5.2 Fee for Service Programs

Refund of paid fees for Fee for Service programs will be granted in the following circumstances:

- Students who withdraw from the course prior to commencement will receive a full refund less 10% administrative fee;
- Students who withdraw after course commencement (regardless of attendance or non attendance) will receive a refund on unused standard materials fees only.

### 5.3 International Student Fees

Refer to International Students Fee Refund Policy

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### 5.4 VET FEE-HELP students

**6.4.1** Where a student withdraws from a unit of study on or before a census date, they are entitled to a refund of any payment of the tuition fee made on or before that date. This applies to all students whether they pay their tuition fees up-front or seek VET FEE-HELP assistance. The exception is where:

- VET tuition assurance has been activated because Sunraysia Institute of TAFE has ceased to provide the unit; and
- the student has chosen the VET course assurance option in relation to that unit.

*Refer to Statement of VET Tuition Assurance.*

**5.4.2** It is the responsibility of Sunraysia Institute of TAFE to ensure that the information provided to DEEWR is accurate and that students who have formally withdrawn from a unit on or before the census date do not incur a FEE-HELP debt for that unit. DEEWR is notified through the revisions file of the student's withdrawal.

**5.4.3** Students who have requested VET FEE-HELP assistance who withdraw from a unit of study after the census date will incur a FEE-HELP debt for any unpaid tuition fees (up to their FEE-HELP balance).

**5.4.4** Students may apply to Sunraysia Institute of TAFE to have their FEE-HELP balance re-credited (and thus their FEE-HELP debt remitted) in special circumstances. Refer to VET FEE-HELP Student Review Work Instruction.

## 6. Associated Documents

Statement of VET Tuition Assurance  
VET FEE-HELP Student Review Work Instruction  
Refund of Course Fees Policy  
International Students Fee Refund Policy

## 7. References

Victorian State Ministerial Directions on Fees and Charges Policy  
Victorian Education and Training Act 1990 – Ministerial Directions (Fees & Charges)  
Higher Education Support Act 2003

## 8. Forms/Record Keeping

Completed forms often become important records. Records, other than completed forms, generated by this procedure should also be listed. For each

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record, list its title, location, responsible officer and minimum retention period. This information could be set out in a table as shown below.

Title	Location	Responsible Officer	Minimum Retention Period

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