

Refund of Course Fees Policy

1 Purpose

This policy establishes the criteria for granting refunds of course fees to domestic students.

2 Scope

This policy applies to all Institute staff involved in the provision of advice or services related to domestic student enrolment fees and refunds.

3 Policy

Refunds on course fees will be made either automatically, pro-rata or on application in accordance with the VET Funding Contract- Skills First Program and VET Student Loans Act 2016.

All students will be provided with the Institute Refund of Course Fees Policy/Withdrawal Refund Matrix at the time of enrolment.

3.1 Conditions of Refund

Specific conditions of refunds are detailed in *Appendix A – Withdrawal Refund Matrix*.

3.1.1 Full qualifications (excluding approved VET Student Loans qualifications)

Refund eligibility is determined by:

- Timing of withdrawal
- Outstanding debts to the Institute
- Course cancellation

3.1.2 Short courses, skill sets and non-accredited training

Refund eligibility is determined by:

- Timing of withdrawal
- Outstanding debts to the Institute
- Course cancellation

3.1.3 Industry/Subcontracted and School Agreements

Refund conditions are detailed in contracts or agreement between the Institute and organisation.

3.1.4 Approved VET Student Loans qualifications

Refund eligibility is determined by:

- Census date

This applies to all students whether they pay their tuition fees up-front or seek VET Student Loan assistance.

The exception is where:

- Students who have successfully completed the unit(s) of study.
- VET tuition assurance has been activated because SuniTAFE has ceased to provide the unit; and

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- The student has chosen the VET tuition assurance option in relation to that unit. Refer to *Statement of Tuition Assurance for Exempt TAFE VET Student Loans (VSL) Providers*.

3.1.5 Students who have requested VET Student Loan assistance and withdraw from a unit of study after the census date will incur a VET Student Loan debt for any unpaid tuition fees.

3.1.6 Students may apply to the Institute to have their VET Student Loan balance re-credited (and thus their VET Student Loan debt remitted) in special circumstances. Refer to *VET Student Loan Student Review Procedure*.

3.2 Process and Authorisation of Refunds

3.2.1 The process for refund is outlined in the *Student Withdrawal and Refund of Course Fees Procedure*.

3.2.2 The authorisation of refunds is outlined in the *Delegation of Authority Policy – Appendix 2 Delegations of Authority*.

3.3 Notification to Students

3.3.1 In accordance with the *Student Withdrawal and Refund of Course Fees Procedure*, students eligible for refund will be advised of the application process.

4 Definitions

Acronym/Term	Definition
Census Date	The date prior to which a student may withdraw from a VET Student Loan approved unit of study without incurring a VET Student Loan debt. This date can be set no later than 20% of the way through a unit. Eligible students may apply for VET Student Loan assistance on or before this date.
Delegated Officer of the Board	Chief Executive Officer of Sunraysia Institute of TAFE
Domestic Students	Students that are an Australian or New Zealand Citizen, or an Australian permanent resident.
Enrolment Activity Start Date	The date on which training activity starts for the module or unit of competency enrolment.
Fee Refund	That portion of a student's fees repaid when their enrolment in a unit of competency comes to an end prior to completion of the unit.
Paid Fees	For the purpose of this policy, a student is deemed to have paid their fees when any one of the following occurs at enrolment: <ul style="list-style-type: none">• The student has paid the full amount owing;• The student has entered into a formal agreement to pay fees by instalments; or An employer or other third party has entered into a formal agreement to pay fees on behalf of the student.
VET	Vocational Education and Training
VET Student Loan	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	A form of student protection which ensures 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

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	Statement of VET Tuition Assurance for Exempt TAFE VET Student Loans (VSL) Providers.
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5 Legislative Context

- Education and Training Reform Act 2006
- Higher Education Support Act 2003
- Privacy and Data Protection Act 2014 (Vic)
- VET Student Loans Act 2016
- VET Student Loans Rules 2016

6 Associated documents

6.1.1 Associated Policies

- Delegations of Authority Policy
- Enrolment Policy
- Fees and Charges Policy

6.1.2 Associated Procedures

- VET Student Loans Student Review Procedure
- Student Withdrawal and Refund of Course Fees Procedure

6.1.3 Associated Forms

- Application for Refund
- Student Withdrawal and Refund Request

6.1.4 Other associated documents

- 2021 Standard VET Funding Contract – *Skills First Program*
- 2021 Guidelines about Fees – *Skills First Program*
- Appendix A – Withdrawal Refund Matrix
- Standards for Registered Training Organisations (RTOs) 2015

7 Responsibility

The General Manager, Operations is responsible for ensuring compliance with this policy, and its associated procedures and systems.

Administration staff are responsible for assessing and approving refunds in accordance with this policy.

8 Review Frequency

This policy is to be reviewed every twelve months, and remains in force as amended from time to time, until rescinded.

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Appendix A – Withdrawal Refund Matrix

FULL QUALIFICATION COURSES (excluding approved VET Student Loans qualifications)	Course cancelled by SuniTAFE prior to commencement <ul style="list-style-type: none"> Full refund on tuition and materials. 	Course cancelled by SuniTAFE after commencement <ul style="list-style-type: none"> Full refund on tuition and materials on units not commenced or partially completed. 	Withdrawal less than or equal to 30 days from unit commencement <ul style="list-style-type: none"> Refund on unused tuition and materials on units commenced. Full refund on tuition and materials on units not commenced. 	Withdrawal more than 30 days from unit commencement <ul style="list-style-type: none"> Nil refund on tuition on units commenced. Refund of unused materials. Full refund on tuition and materials on units not commenced.
SHORT COURSES, SKILL SETS AND NON-ACCREDITED TRAINING	Course cancelled by SuniTAFE prior to commencement <ul style="list-style-type: none"> Full refund on tuition and materials of course fees. 	Course cancelled by SuniTAFE after commencement <ul style="list-style-type: none"> Full refund on tuition and materials on units not commenced or partially completed. 	Withdrawal greater than or equal to five days prior course commencement <ul style="list-style-type: none"> Full refund on tuition and materials of course fees. 	Withdrawal less than five days prior course commencement <ul style="list-style-type: none"> Nil refund of tuition. Refund of unused materials.
INDUSTRY, SUBCONTRACTED & SCHOOL AGREEMENTS	All circumstances Refund conditions are detailed in contracts or agreements between the Institute and organisation.			
VET STUDENT LOANS APPROVED COURSES	All circumstances Under the Higher Education Support Act 2003, legislative requirements override the procedures relating to refunds. <ul style="list-style-type: none"> Before Census date: Full refund on tuition. Pro-rata refund of materials on units commenced. If accessing a VET Student Loan, a HELP debt will not be incurred. After Census date: Nil refund on tuition. Pro-rata refund of materials on units commenced. If accessing a VET Student Loan, a HELP debt will be incurred and FEE HELP limit will be reduced. In the event SuniTAFE ceases to provide a VET Course of study in which a student is enrolled, the student is entitled to a choice of: <ol style="list-style-type: none"> An offer of a place in a similar VET course of study with a second provider without any requirements to pay the second provider any tuition fee for any replacement VET units (this is known as the 'VET Course Assurance Option'). Or <ol style="list-style-type: none"> A refund of the student's upfront VET tuition fee payments and/or a reaccrording of any VET Student Loan balance for any VET unit of study in which the student is enrolled or commences but does not complete because we cease to provide the VET course of study of which the unit forms part (this is known as the 'VET Tuition FEE Repayment Option'). Exceptions: A student cannot apply for a refund if they have successfully completed the VET unit/s of study.			

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