

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. For international students, refer to the International Student Fee Refund Policy.

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 at the time of enrolment.

Conditions of Refund

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

3.1 Full qualifications

3.1.1 Refund eligibility is determined by:

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

3.2 Short courses, skill sets and non-accredited training

3.2.1 Refund eligibility is determined by:

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

3.3 Industry/Subcontracted and School Agreements

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

3.4 Students Eligible for VET Student Loans Tuition Fees only

3.4.1 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 Student Loan assistance. The exception is where:

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

Warning – Uncontrolled when printed.

- 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.
- 3.4.2 Students who have requested VET FEE-HELP/VET Student Loan assistance and withdraw from a unit of study after the census date will incur a VET FEE-HELP/VET Student Loan debt for any unpaid tuition fees.
- 3.4.3 Students may apply to the Institute to have their VET FEE-HELP/VET Student Loan balance re-credited (and thus their VET FEE-HELP/VET Student Loan debt remitted) in special circumstances. Refer to VET FEE-HELP/VET Student Loan Student Review Procedure.

3.5 Process and Authorisation of Refunds

- 3.5.1 The process for refund is outlined in the Student Withdrawal and Refund of Course Fees Procedure.
- 3.5.2 The authorisation of refunds is outlined in the Delegation of Authority Policy – Appendix 2 Delegations of authority.

3.6 Notification to Students

- 3.6.1 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 FEE-HELP/VET Student Loan approved unit of study without incurring a VET FEE-HELP/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 FEE HELP/VET Student Loan assistance on or before this date.
Commencement Date of a Unit of Competency	The annual date at which a student engages in structured learning in a unit of competency for the first time. For the purpose of this policy, this commencement date means one of the following: <ul style="list-style-type: none"> • Face-to-face classroom delivery - the annual start date of first engagement as indicated on attendance rolls. • Apprentices and Traineeships - the annual start date of the unit of competency as recorded on the Training Plan. Flexible Delivery studies - the first available annual date-stamped item of evidence confirming engagement in learning.
Delegated Officer of the Board	Chief Executive Officer of Sunraysia Institute of TAFE
Fee Refund	That portion (some or all) of a student's fees repaid to a student 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.

Warning – Uncontrolled when printed.

Higher Education and Skills Group	An office within the Department of Education and Training which supports and facilitates access to training and tertiary education opportunities throughout Victoria.
VET	Vocational Education and Training
VET FEE-HELP/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 Statement of VET Tuition Assurance for Exempt TAFE VET Student Loans (VSL) Providers.

5 Legislative Context

- VET Funding Contract (TAFE) - Skills First Program
- Guidelines about determining Student Eligibility and Supporting Evidence – Skills First Program
- Guidelines about Fees – Skills First Program
- VET Student Loans Act 2016
- VET Student Loans Rules 2016

6 Associated documents

6.1.1 Associated Policies

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

6.1.2 Associated Procedures

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

6.1.3 Associated Forms

- Application for Refund Form

6.1.4 Other associated documents

- Appendix A – Withdrawal Refund Matrix

7 Responsibility

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

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

Warning – Uncontrolled when printed.

Authorised by: the Executive

Endorsed by: the Executive

Next review date: 26/04/2019

Maintained by: General Manager, Operations

Policy number: Current

Original issue: 30/07/2002

Last review date: 26/04/2018

Page 3 of 5

8 Review Frequency

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

Warning – Uncontrolled when printed.

Authorised by: the Executive

Endorsed by: the Executive

Next review date: 26/04/2019

Maintained by: General Manager, Operations

Policy number: Current

Original issue: 30/07/2002

Last review date: 26/04/2018

Page 4 of 5

Appendix A – Withdrawal Refund Matrix

FULL QUALIFICATION COURSES	Course cancelled by Institute prior to commencement <ul style="list-style-type: none"> • Full refund on tuition, amenities and materials. • No administration fee charged. 	Course cancelled by Institute after commencement <ul style="list-style-type: none"> • Full refund on tuition, amenities and materials on units not commenced or partially completed. • No administration fee charged. 	Withdrawal less than or equal to 30 days from unit commencement <ul style="list-style-type: none"> • Refund on unused tuition, amenities and materials on units commenced. • Full refund on tuition and materials on units not commenced. • \$30 administration fee per unit, up to a maximum of \$90. 	Withdrawal more than 30 days from unit commencement <ul style="list-style-type: none"> • Nil refund on tuition and amenities on units commenced. Refund of unused materials. • Full refund on tuition, amenities and materials on units not commenced. • \$30 administration fee per unit, up to a maximum of \$90.
SHORT COURSES, SKILL SETS AND NON-ACCREDITED TRAINING	Course cancelled by Institute prior to commencement <ul style="list-style-type: none"> • Full refund on tuition, amenities and materials of course fees. • No administration fee charged. 	Course cancelled by Institute after commencement <ul style="list-style-type: none"> • Full refund on tuition, amenities and materials on units not commenced or partially completed. • No administration fee charged. 	Withdrawal greater than or equal to five days prior course commencement <ul style="list-style-type: none"> • Full refund on tuition, amenities and materials of course fees. • \$30 administration fee. 	Withdrawal less than five days prior course commencement <ul style="list-style-type: none"> • Nil refund of tuition or amenities. Refund of unused materials. • \$30 administration fee.
INDUSTRY, SUBCONTRACTED & SCHOOL AGREEMENTS	All circumstances Refund conditions are detailed in contracts or agreements between the Institute and organisation.			
VET-FEE HELP/VET STUDENT LOANS COURSES	All circumstances Under the Higher Education Support Act 2003, legislative requirements override the procedures relating to refunds. Refer to the Refund of Course Fees Policy in relation to tuition fees. <ul style="list-style-type: none"> • Before Census date: Full refund on tuition and pro-rata refund amenities and materials on units commenced. • After Census date: Nil refund on tuition and pro-rata refund amenities and materials on units commenced. 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 reaccrediting of any VET FEE-HELP/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.			

Warning – Uncontrolled when printed.