1 Purpose
To ensure that student withdrawals and refunds are processed accurately, consistently and in a timely manner in accordance the Refund of Course Fees Policy. This procedure relates to domestic students only.

2 Scope
This procedure applies to all domestic students who withdraw from any Institute course and all staff.

3 Contents
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4 Definitions

<table>
<thead>
<tr>
<th>ACRONYM / Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Disengagement Indicator”</td>
<td>Performance below the required course standard, irregular attendance, difficulty with workload, hardship or any breach of the Student Code of Conduct</td>
</tr>
<tr>
<td>Accredited Programs</td>
<td>Programs with state and/or national recognition, funded through the Higher Education and Skills Group</td>
</tr>
<tr>
<td>Amenities Fees</td>
<td>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</td>
</tr>
<tr>
<td>AP</td>
<td>Accounts Payable</td>
</tr>
<tr>
<td>Attended Hours</td>
<td>Reportable student contact hours using an Institute derived withdrawal method. This derived amount is reported to HESG when withdrawal is applied</td>
</tr>
<tr>
<td>Census Date</td>
<td>A census date is set for all VET FEE HELP approved Units of Study.</td>
</tr>
</tbody>
</table>
| **Concession** | Holders of the following concession cards*  
| | a. Commonwealth Health Care Card  
| | b. Pensioner Concession Card, and  
| | c. Veterans Gold Card  
| | *The concessions provided for (a) and (b) also apply to the dependent spouse or dependent child of the card holder. |
| **Domestic Student** | An individual that is an Australian citizen, a holder of a permanent visa; or a New Zealand citizen |
| **EBM** | Education Business Manager |
| **ERU** | Engagement and Retention Unit staff |
| **KLO** | Koori Liaison Officer |
| **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 |
| **Paid Fees** | Paid fees are defined as one of the following:  
| | a. paid their fees in full at enrolment  
| | b. entered into a formal agreement to pay fees by instalments  
| | c. entered into a formal agreement for an employer/third party to pay fees on behalf of the student |
| **Participation/Attendance** | SMS’s process to record either participation or block attendance of commencement and progression of the unit of competency. |
| **SA** | Student Administration |
| **Self-Funded Fee** | A fee charged on a full cost recovery basis for students who are assessed as not eligible for VTG |
| **SM** | Senior Manager Education Division |
| **SMS** | Student Management System |
| **SSS** | Student Support Services |
| **The Institute** | Sunraysia Institute of TAFE |
| **TOF** | Tech One Financials |
| **Tuition Fee** | A compulsory academic fee payable for accredited programs |

*Warning – Uncontrolled when printed. The current version of this document is kept on the Portal.*

**DO NOT POPULATE FOOTER – THIS WILL BE DONE AUTOMATICALLY**

**Authorised by:** Executive  
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**Next Review Date:** 20/06/2017  
**Version No.** Current  
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### 5 Actions

**5.1 Request for withdrawal**

5.1.1 A withdrawal can be initiated by either a student or by the appropriate staff member. Students may withdraw from a single unit, several units or from an entire course.

5.1.2 Prior to a withdrawal the Teacher, EBM/SM, KLO, SSS or ERU are required to discuss the student’s options in regard to engagement and retention. Refer to the Student Retention Procedure. This discussion is recorded on the Student Interview Report. A student isn’t withdrawn until all engagement and retention options have been explored.

5.1.3 The ERU reviews the Student Interview Report to ensure that the process outlined in 5.1.2 has taken place.

5.1.4 If the ERU isn’t satisfied that all required action has been taken to retain the student they will contact the student directly to further discuss other training options.

5.1.5 If the ERU is satisfied that all required action has been taken to retain the student they generate a withdrawal form from SMS.

5.1.6 The signed withdrawal form is forwarded to the relevant teacher.

**5.2 Completion of a withdrawal**

5.2.1 Teacher reviews and records the correct result code to review each unit/s being withdrawn. In addition participation/attendance must be reviewed and aligned using one of the two methods stated on the withdrawal form to record hours attended. Further participation/attendance hours may be adjusted in SMS to reflect the proportion of hours to be claimed. Evidence must be present and retained to support these hours.

5.2.2 Completed withdrawal forms are to be forwarded to the relevant EBM/SM, with accompanying supporting evidence of participation/attendance. Once
the EBM has authorised the withdrawal the form will be forwarded to the ERU to complete registration. The E then forwards the withdrawal form to SA for processing.

5.2.3 On receipt of the completed, signed and approved withdrawal form, SA staff will process the withdrawal validating participation/attendance hours have been correctly recorded.

5.2.4 Once processed, the withdrawal form will be uploaded to Student Documents in SMS.

5.2.5 The withdrawal form must be forwarded to SA within 5 working days of withdrawal being generated (5.1.5).

5.2.6 Refer to the Certificate Issuance Policy regarding the guidelines of issuing Statement of Attainments for eligible students that have withdrawn.

5.3 Refund

5.3.1 A refund is initiated when a student withdraws from a unit or course as per the Institute’s Refund of Course Fees Policy and Application for Refund Form.

5.3.2 Where the approved period for withdrawal and refund have expired, exceptional circumstances may be considered. Students may apply for a refund outside of approved period by competing the Refund Request Outside Approved Period Form.

5.4 Full Qualification Courses

5.4.1 A refund of overpaid fees will be granted in circumstances where students:

- have overpaid their fees. The Institute will refund the overpayment of fees in full;
- have an outstanding credit remaining after a withdrawal process.

5.4.2 If fees are outstanding and payable to the Institute at the time of withdrawal, all or part of the refund will be used to reduce the outstanding debt.

5.4.3 Should any outstanding debt still remain after all credits have been applied, the debt must be paid in full in line with the Institute’s financial terms and conditions.

Study transferred to another Educational Institution

5.4.4 Where a student provides evidence that they have taken a place at another educational institution within thirty (30) days of the program commencing, provided evidence of the offer is produced with the withdrawal form, the Institute will;
• provide a full refund of tuition, amenities and materials on units not commenced, and;
• provide on units that have commenced, refund on unused tuition and materials with a full refund on amenities.

5.4.5 Where a student provides evidence that they have taken a place at another educational institution after thirty (30) days of the program commencing, provided evidence of the offer is produced with the withdrawal form upon receipt of application to refund, the Institute will;
• provide a full refund on tuition, amenities and materials on units not commenced, and;
• provide on units that have been commenced; nil refund on tuition and amenities and refund any unused materials.

Course cancelled by the Institute

5.4.6 Full refund of tuition, material and amenities fees will be granted in circumstances where students have enrolled in a course that has been cancelled by the Institute prior to commencement.

5.4.7 Where a program is cancelled by the Institute after commencement, the Institute will refund:
• a full refund of tuition, materials and amenities on units not commenced or partially completed.

Withdrawal less than or equal to 30 days from unit commencement

5.4.8 Where a student withdraws, prior to a unit commencing less than or equal to thirty (30) days of commencement, the Institute will;
• provide a refund on unused tuition, amenities and, material on units commenced.
• provide a full refund on tuition, amenities and materials on units not commenced.

Withdrawal greater than 30 days from unit commencement

5.4.9 Where a unit of competency withdrawal occurs after thirty (30) days and upon receipt of application for refund, the Institute will;
• provide no refund on unused tuition and amenities on units commenced; and full refund of unused materials.
• Provide a full refund on tuition, amenities and materials on units not commenced.

5.5 Short Courses, Skills Sets and non-accredited training

Course cancelled by the Institute
5.5.1 Refund of paid fees will be granted in circumstances where students have enrolled in a course that has been cancelled by the Institute prior to commencement.

5.5.2 Where a program is cancelled by the Institute after commencement, the Institute will refund:
- the full tuition, materials and amenities on units not commenced or partially completed.

Withdrawal 5 days or greater prior to course commencement

5.5.3 Where a student withdraws greater than or equal to five (5) days prior to the course commencing, the Institute will refund:
- paid fees

Withdrawal less than 5 days prior to course commencement

5.5.4 Where a student withdraws less than five (5) days prior to the course commencement, the Institute:
- will not provide any refund of paid fees for Tuition and Amenities
- will provide a refund of unused Materials

5.6 Industry, Subcontracted and School Agreements

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

5.7 Processing a Refund

5.7.1 A refund will be processed for the student when a signed and completed Application for Refund Form has been received by Student Administration.

5.7.2 In accordance with the Refund of Course Fee Policy, SA staff will generate a letter regarding withdrawal and depending on the circumstances will distribute a:

5.7.2.1 Application for Refund Form – where the student is entitled to a refund, the requesting student returns Application for Refund form within thirty (30) days of the date of letter.

5.7.2.2 Revised Payment Plan Schedule – where the derived balance is credited to their existing payment by instalment plan and resume payment plan cycle through to its duration.

5.7.3 The amount of refund allocated to the student will be calculated as per the Institute’s Refund of Course Fees Policy.
5.7.4 SA to process withdrawal and letter to student within 5 working days of receipt of withdrawal. In the instances where withdrawals fall over reporting cycle priority must be given to complete outstanding withdrawals.

5.8 VET FEE-HELP Refunds

5.8.1 For students who enrol into a course categorised under VET FEE-HELP, SA staff must check the census date for the student’s original enrolment into the Unit of Study they are withdrawing from. If the census date has passed or student has successfully completed the VET unit/s of study, the student will not be eligible for a refund of their tuition fees.

5.8.2 In all instances the student will be eligible for pro-rata refund on unused amenities and material fees.

5.8.3 As per the VET FEE-HELP Student Review Procedure, a student may apply to have their FEE-HELP debt revoked.

5.9 Student Retention Lifecycle

5.9.1 Withdrawal Refund Matrix – refer to Appendix A

5.9.2 Student Retention Lifecycle – refer to Appendix B

6 Associated Documents

- Certificate Issuance Policy
- Evidence of Participation Procedure
- Enrolment Procedure
- Refund Procedure
- Student Retention Procedure
- Initiating a Withdrawal Form SOP
- Processing a Withdrawal SOP
- Results Definitions
- Application for Refund Form
- Refund Request Outside Approved Period Form.

7 References

- National Vocational Education and Training Regulator Act 2011
- Higher Education Support Act 2003
8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.

<table>
<thead>
<tr>
<th>Title</th>
<th>Location</th>
<th>Responsible Officer</th>
<th>Minimum Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal Form</td>
<td>Student Enrolment – Student Administration</td>
<td>Manager, Corporate Services</td>
<td>7 years</td>
</tr>
<tr>
<td>Application for Refund/Credit</td>
<td>Student Administration</td>
<td>Manager, Corporate Services</td>
<td>7 years</td>
</tr>
<tr>
<td>Refund Request Outside Approved Period Form</td>
<td>Student Administration</td>
<td>Manager, Corporate Services</td>
<td>7 years</td>
</tr>
</tbody>
</table>
Student Withdrawal and Refund of Course Fees Procedure

Day one
- ERU generates and signs the Withdrawal form
- Withdrawal details entered into withdrawal register
- Withdrawal form is forwarded to the relevant teacher

Day two to four
- Teacher actions the withdrawal as per 5.2 of Student Withdrawal Procedure
- Teacher forwards completed form to EBM/SM to authorise
- EBM/SM authorises withdrawal and forwards to ERU

Day five
- ERU authorises withdrawal
- ERU completes the withdrawal register
- ERU forwards withdrawal to SA for processing

Day six to ten
- SA receives withdrawal
- SA processes withdrawal and generates student letter
- SA awaits 30 day application period for student refund
- SA processes withdrawal and generates student letter
- SA awaits 30 day application period for student refund

## Appendix A – Withdrawal Refund Matrix

### FULL QUALIFICATION COURSES

<table>
<thead>
<tr>
<th>Study transferred to another educational Institution equal to or less than 30 days from unit commencement</th>
<th>Study transferred to another educational Institution more than 30 days from unit commencement</th>
<th>Course cancelled by Institute prior to commencement</th>
<th>Course cancelled by Institute after commencement</th>
<th>Withdrawal less than or equal to 30 days from unit commencement</th>
<th>Withdrawal more than 30 days from unit commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Refund on unused tuition, and materials on units commenced. Full refund of amenities.</td>
<td>• Full refund on tuition, amenities and materials on units not commenced.</td>
<td>• Full refund on tuition, amenities and materials.</td>
<td>• Refund on unused tuition, amenities and materials on units commenced.</td>
<td>ON APPLICATION • Nil refund on tuition and amenities on units commenced. Refund of unused materials.</td>
<td></td>
</tr>
</tbody>
</table>

### SHORT COURSES, SKILLS SETS AND NON-ACCREDITED TRAINING

<table>
<thead>
<tr>
<th>Course cancelled by Institute prior to commencement</th>
<th>Course cancelled by Institute after commencement</th>
<th>Withdrawal greater than or equal to five days prior course commencement</th>
<th>Withdrawal less than five days prior course commencement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Full refund on tuition, amenities and materials of course fees.</td>
<td>• Full refund on tuition, amenities and materials on units not commenced or partially completed.</td>
<td>• Full refund on tuition, amenities and materials of course fees.</td>
<td>• Nil refund of tuition or amenities. Refund of unused materials.</td>
</tr>
</tbody>
</table>

### INDUSTRY, SUBCONTRACTED & SCHOOL AGREEMENTS

All circumstances

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

### VET-FEE HELP 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.

- 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:

a) 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

b) A refund of the student’s upfront VET tuition fee payments and/or a reaccrediting of any VET FEE-HELP 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.