



POLICIES ON REFUNDS / RE-CREDITING OF FEES - VET LEVEL COURSES

WITHDRAWALS FROM MODULES OR A COURSE OF STUDY

1. Withdrawals on or BEFORE the Census Date

If, on or before the Census Date# a student withdraws from a Unit of Study, or from their course of study, tuition fees for that Unit of Study and the student is, or would be entitled, to VET FEE-HELP assistance, any payment of his or her VET tuition fee that the person made before census date shall be refunded in full.

A student who is not, or would not be entitled to VET FEE-HELP assistance, shall receive a refund of his or her tuition fees less amount of the Unit if Study Withdrawal Penalty shown on the current VET Courses Fees Schedule.

(#See the link on Census Dates information page for further information and specific Census Dates for each unit of study).

2. Withdrawals AFTER the Census Date

1.A student who is entitled, or would be entitled to VET FEE-HELP assistance:
the VET FEE-HELP debt for a unit of study will only be removed after the Census Date if the College has agreed to re-credit the student's FEE-HELP balance due to special circumstances (see Para. 3 below for more detailed information).

2.A student who is not entitled for VET FEE-HELP assistance:
and who has paid his/her tuition fees upfront, no refund of tuition fees will apply after Census Date except where College has agreed to refund a student's tuition fees due to special circumstances (see Para. 3 below for more detailed information). Students who have an outstanding amount on their fees remain liable for these fees for that Unit of Study.

3. Policies on Refunding or Re-crediting of Fees

a.This policy applies only when all of the following conditions are satisfied:

1. A student who is entitled, or would be entitled to VET FEE-HELP assistance:
 - a. the student is enrolled in a Unit of Study within an accredited course of the College, and
 - b. the student has lodged a Request for VET FEE-HELP Assistance Form for that Course of Study, and
 - c. the Census Date has passed for that Unit of Study, and
 - d. the student has been unable to complete the requirements of that Unit of Study, and
 - e. the student believes that this inability to complete that Unit of Study was due to special circumstances.

2. A student who is not entitled to VET FEE-HELP assistance:
 - a.the student is enrolled in a Unit of Study within an accredited course of the College, and
 - b.the student has paid their tuition fees for that Unit of Study, and
 - c.the Census Date has passed for that Unit of Study, and
 - d.the student has been unable to complete the requirements of that Unit of Study, and
 - e.the student believes that this inability to complete that Unit of Study was due to special circumstances.

b.Where the conditions outline in paragraph 3. a. 1., or 3. a. 2., are satisfied,

1. a student who has paid an amount upfront for the Unit/s of Study concerned may apply in writing for a refund of fees paid.
2. a student who has incurred a VET FEE-HELP debt for a Unit of Study may apply in writing to have their fees re-credited for that Unit of Study.

c.Applications for a refund or re-crediting of fees must be made in writing to the Bursar of the College.



d.Applications for a refund or re-crediting of fees must be accompanied by independent documentary evidence, provided by a competent person, which substantiates the claim that one of the following special circumstances exist or existed:

1. medical circumstances; or
2. family circumstances; or
3. personal circumstances; or
4. employment related circumstances; or
5. course related circumstances.

e.Applications for a refund or re-crediting of fees must be submitted within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end of the semester in which the Unit of Study was, or was to be, undertaken. (If the College is satisfied that the application could not be submitted within this timeframe due to circumstances beyond the control of the student, the College may at its discretion waive this requirement).

f. The Bursar must consider each application for a refund or re-crediting of Fees on its merit. In order to approve an application, the Bursar must be satisfied that special circumstances (see par. 3. d., above) applied or apply to the applicant that are or were:

1. beyond the applicant's control; and
2. did not make their full impact on the applicant until after the census date; and
3. made it impractical for the applicant to complete the requirements of the Unit of Study during the period in which the student undertook, or was to undertake, the Unit of Study.

g.The Bursar will be satisfied that the applicant's circumstances were beyond the applicant's control if:

- 1.a situation occurred which a reasonable person would consider is not due to the applicant's action or inaction, either direct or indirect, and for which the applicant is not responsible; and
- 2.the situation was unusual, uncommon or abnormal.

h.The Bursar will be satisfied that the applicant's circumstances did not make their full impact on the applicant until on or after the census date for the Unit of Study concerned if the applicant's circumstances occurred:

- 1.before the census date, but worsened after that day; or
- 2.before the census date, but the full effect or magnitude did not become apparent until on or
- 3.after that day; or
- 4.on or after the census date.

i. The Bursar must give a written response to applications for a refund or re-crediting of Fees within one month of receiving them in writing.

* a "Unit of Study" may also be referred to as a "subject" or "module"

Also see VET FEE-HELP Review Policy for full policy details.