

### 1. Policy Scope

This policy covers all aspects of refund/credit fees for domestic students enrolled in TasTAFE. This policy does not apply to international students or students enrolled as part of Auspicing Agreements and Service Agreements for delivery to Government and non-Government colleges and High Schools.

### 2. Policy Purpose

The purpose of this policy is to outline the eligibility requirements for the refund/credit of course and other fees.

### 3. Policy Statement

#### Course Fees

Full refunds/credits of course fees for the current year of study will be given if the following circumstances apply:

- a student pays course fees but is subsequently granted a credit transfer/s within the agreed cooling off period; or
- a student pays a course fee but TasTAFE has enrolled the student in the incorrect course; or
- a student pays a course fee, subsequently formally withdraws from the course and the withdrawal occurs within the following timeframes:
  - **Unsubsidised course fees (for courses less than 1 week in duration)**
    - at least 72 hours prior to the commencement of the course.
  - **Diplomas and Advanced Diplomas Qualification Course Fees**
    - prior to the census date (for students who have deferred course fees through VET Student Loans the census date is also the final date for withdrawal where a VET Student Loans debt will not apply) except if:
      - the student is no longer enrolled in the course at the end of the Census Date because TasTAFE has ceased to provide the course and
      - Tuition Assurance requirements applied to TasTAFE at the time that TasTAFE ceased to provide the course and
      - the student chose the option designated under those requirements as Tuition Assurance in relation to the course
  - **All other course fees (subsidised Certificate I-IV Course Fees, subsidised Skill Set Fees and Unsubsidised Course Fees – for courses greater than 1 week in duration)**
    - prior to completing less than 20% of the agreed period of training (the cooling off period) unless the student can be assessed in any unit of competence.

### **Student with Outstanding Debts**

In instances where a refund/credit is due and there is an outstanding debt the refund will be credited against the outstanding debt. If the student/sponsor has a number of outstanding debts any refund due will be credited against the oldest outstanding debt first.

### **Alternate Arrangements**

In the event that TasTAFE is unable to deliver an advertised course a student may be placed into a mutually agreed alternative course without any additional course fees being payable, if fees are less than the difference is refunded and if no alternative can be agreed upon fees refunded in full.

### **Extenuating Circumstances**

TasTAFE will consider requests for partial refunds/credits of up to 80% of the course fees paid for the current year of study in extenuating circumstances based on appropriate evidence. Applications in these situations require approval of the relevant Division Manager.

In instances, where a student has deferred course fees to VET Student Loans they may, in special circumstances, have their VET Student Loans balance recredited and debt remitted after the census date has passed – refer to the VET Student Loan Review and Re-crediting Policy.

### **Other Fees**

Refunds/Credits of Other Fees will be given in line with the circumstances detailed above, except where materials have been used or expenditure has been incurred by TasTAFE and cannot be recouped.

### **Payment of Refunds**

All refunds will be paid by a direct deposit into a nominated bank account and in no circumstances will petty cash be used for refunds.

## **4. Legislative/Statutory Requirements**

Standards for Registered Training Organisations (RTOs) 2015.

## **5. Associated Documents**

- Refund Procedure
- Enrolment Policy and Procedure
- Resulting Policy and Procedure
- Fees Policy and Procedure
- VET Student Loan Review and Re-crediting Policy and Procedure.

## **6. Measure of Policy Effectiveness**

At a minimum, the effectiveness of this Policy will be measured by:

- Periodic reviews by Corporate Services of compliance with the Policy and the understanding of refunds amongst relevant staff
- Levels of refund requests.

## 7. Definitions/Acronyms

**International Students:** Need to negotiate any refunds with Government Education Tasmania International (GETI).

**Auspice Agreements & Service Agreements:** No refunds for individual students.

**Agreed cooling off period:** TasTAFE allows all students to withdraw from any deed related course (excluding Diplomas and Advanced Diplomas) with a full refund if notification of withdrawal is received within 20% of the agreed time of the current period of training. The current period of training is not to exceed 12 months. As an example if the agreed period of training is 10 months then the student can withdraw within the first two months and receive a full refund of fees unless able to be assessed in over 10% of average hours agreed within the current period of training.

**Census Date:** TasTAFE will set a Census Date for each unit of study at Diploma and Advanced Diploma level that is available for VET Student Loans. The Census Date will occur no earlier than 20% of the way through the period of delivery in which the unit of study is being undertaken by the student.

**Current Year** – The year in which the withdrawal occurs – years are calculated from the course offering commencement/commencement anniversary date and extend to the course offering completion date.

**Course Fee:** A fee that applies for the delivery of training and/or assessment which includes tuition, support services, assessment, certification and basic material and is, in most instances, subsidised by government funding.

**Other Fee:** A fee charged when additional costs are incurred for learning resources, acquisition of licences, computing fees, excursions involving travel and accommodation, etc.

**Extenuating Circumstances:** Are those circumstances related specifically to unexpected/extreme situations which result in a student's withdrawal from the course and the deferral of studies is deemed inappropriate due to the student's long-term or permanent inability to participate in study.

### Version History

Policy Reviewed Every: 12 months		Next Review Date: 08 September 2018
Version	Date	Changes - section and description
V1.0	1/10/2015	Minor changes – dates for 2016 and position titles
V2.0	31/04/2017	Amalgamation of Certificate I-IV and Diploma and Advanced Diploma Refund Policies and changes to refunds in alignment with the new fee structure implemented from 1 January 2017
V3.0	21/12/2017	Remove the need for a Student Counsellor to confirm extenuating circumstances and some minor wording changes and clarification of unit assessment in connection with refund.
V4.0	12/04/2018	minor wording changes and clarification of unit assessment in connection with refund.