

### 1. Policy Scope

This policy covers all aspects of refund 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 of course and other fees.

### 3. Policy Statement

#### Course Fees

Refunds 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 training and/or assessment in the current year of study and cannot be assessed in any unit of competence; and
- the student or their sponsor does not have any outstanding debt.

#### Student with Outstanding Debts

In instances where a refund 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 then the difference will be refunded. If no alternative course can be agreed upon fees will be refunded in full.

### **Extenuating/Other Circumstances**

TasTAFE will consider requests for partial refunds of up to 80% of the course fees paid for the current year of study in other extenuating circumstances based on appropriate evidence, provided the student does not have an outstanding debt. Applications, in these situations, require an assessment by a Student Counsellor and the 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.

TasTAFE may consider requests for refunds in other circumstances based on appropriate evidence. Applications, in these situations, require the approval of the relevant Division Manager.

### **Other Fees**

Refunds of Other Fees will be given in line with the circumstances detailed above with the following 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**

- Withdrawal and Refund Procedure
- Refund Procedure – Diploma and Advanced Diplomas
- Enrolment Policy and Procedure
- Resulting Policy and Procedure
- Fees Policy and Procedure
- Credit Transfer 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

**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: 16 June 2018
Version	Date	Changes - section and description
V1.0	1/10/2015	Minor changes – dates for 2016 and position titles
V2.0	16/6/2017	New policy - replaces <i>Certificate I-IV Refund Policy</i> , and <i>Diploma and Advanced Diploma Refund Policy</i> . Changes to refunds in alignment with the new fee structure implemented from 1 January 2017.