

Student Refund Policy

Section 1 - Introduction

(1) Students enrolled at the University may, under certain circumstances, be entitled to a full or partial refund of their tuition or course fees or deposits for same. Any debts to the University must be paid before any refund can be calculated with outstanding amounts being deducted from the refund. This policy complies with the [Education Services for Overseas Students Act 2000](#) and [Regulations 2001](#) and the [Higher Education Support Act 2003](#). This policy is based on the assumption that any fines or other incidental fees incurred during enrolment with the University have been paid in full.

(2) The acceptance of the refund policy and procedures and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Section 2 - Statement of Authority

(3) The authority behind this policy is the [Charles Darwin University Act 2003](#) part 3, section 15.

Section 3 - Compliance

(4) This is a compliance requirement under the:

- a. [Higher Education Standards Framework \(Threshold Standards\) 2021](#);
- b. [Standards for Registered Training Organisations \(RTOs\) 2015](#); and
- c. [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#).

Section 4 - Intent

(5) The intention of this document is to outline the University's refund policy for both domestic and international student fees and/or deposits and applies to all new and re-enrolling students unless otherwise stated.

Section 5 - Relevant Definitions

(6) In the context of this document:

- a. Census date means the dates set every higher education (HE) teaching period as the last date that an HE student can withdraw from units without incurring a financial liability;
- b. Course means an award course, non-award course, enabling course, Bridging for Overseas Trained Professionals, VET course or cross-provider program undertaken at a Higher Education Provider;
- c. Cut-off date means the last day for a Vocational Education and Training (VET) student to withdraw from units without incurring a financial liability. This date is fourteen (14) days after teaching commences for that unit;
- d. Domestic student means a student who is an Australian citizen, permanent resident or holder of a humanitarian

visa;

e. ESOS Act means the [Education Services for Overseas Students Act 2000](#);

f. HESA means the [Higher Education Support Act 2003](#);

g. Fees means the following types of fees:

- i. Full Fees (or Fee for Service) that are charged to VET students who are enrolled in a course that is not subsidised by the Northern Territory Government;
- ii. HE Domestic Tuition Fees that are charged to students who are not in a Commonwealth-supported place;
- iii. International Tuition Fees that are charged to international students for both HE and VET courses and may include an application fee;
- iv. Recognition of Prior Learning (RPL) Fees that are charged to domestic VET students for an RPL Self-Assessment Tool and/or an actual RPL assessment. For international students, the cost of self-assessment and RPL are covered by the international fee for the particular course;
- v. Student Services and Amenities Fee that is charged to students for services and amenities of a non-academic nature;
- vi. Student Contribution (previously known as HECS) that is the amount that a student in a Commonwealth-supported place contributes, which may be paid up-front to the University, or deferred to a Higher Education Loan Program (HELP) debt through the tax system; and
- vii. VET Domestic Tuition Fees that are charged to students who are enrolled in a course that is subsidised by the Northern Territory Government.

h. International Student means a student holding an Australian student visa and is enrolled in a CRICOS registered course at the University;

i. Unit means a single component of a qualification, or a stand-alone unit, that has been approved/accredited. A unit may also be called a 'module', 'subject', 'unit of competency' or 'accredited unit'.

j. University Default means circumstances where a refund is owing to the student due to an action of the University including:

- i. the course does not start on the scheduled starting day; or
- ii. the course ceases to be provided at any time after it starts but before it is completed; or
- iii. the course is not provided in full to the student because a sanction has been placed on the University.

Section 6 - Policy

Refund Requirements

(7) To be eligible for a refund, students must withdraw from their unit/s and/or course by the relevant census date or cut-off date.

(8) Refunds will not be paid for withdrawals after the applicable census date or cut-off date, other than in special circumstances explained in the relevant University refund procedures.

Applying for a Refund

(9) Refunds are not automatic. Where a refund is due, fees are re-credited to the student's University account and are held for a period of two (2) years, after which time, if the student has not applied for a refund, the monies may be forfeited. Students may apply in writing to re-credit the forfeited amount to their student account or to their bank account. Refunds are remitted to the student after the appropriate form has been processed. Where a third party pays the student's fees, any refund will be paid to the third party.

(10) All refund requests must be made in writing on the relevant Application for Refund form and forwarded to the

University Cashiers, Student Administration. [Forms](#) can be found on the University website.

(11) Approved refunds will be processed within four (4) weeks of receiving the application form.

International Student Refunds

(12) The application fee (included in the tuition fee and separately specified in the Student Agreement) and any agent's fees are non-refundable. For further information, refer to the [International Students - Refund of Fees Procedure](#).

University Default

(13) In the unlikely event of a University default, a requested refund by the student will be processed within two (2) weeks of the default being advised to the student.

Refund Method

(14) Refunds for both domestic and international students will only be completed in the same method by which the fees were originally paid*, and must be refunded to the country of origin, if applicable – for example, where fees are paid by Electronic Funds Transfer (EFT), they may only be refunded to the originating bank account. All refunds will be processed in the manner explained in the following University procedures:

- a. [International Students - Refund of Fees Procedure](#)
- b. [Higher Education Domestic Students - Refund of Fees Procedures](#)
- c. [VET Domestic Students - Refund of Fees Procedure](#)

* Except cash payments, which will be refunded by bank transfer.

Status and Details

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Approval Date	20th December 2021
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Responsible Executive	Fiona Coulson Deputy Vice-Chancellor Academic
Implementation Officer	Sharon Green Manager Student Finance
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