

# VET Domestic Students - Refund of Fees Procedure

## Section 1 - Introduction

(1) This document sets out the University's fee refund procedures for domestic Vocational Education and Training (VET) students. Such fees include tuition fees, Recognition of Prior Learning (RPL) fees, RPL processing fees for Northern Territory Government subsidised courses, Full-fee Courses and Fee for Service. (Refer to the [VET fees schedules](#) for more information).

(2) These procedures are based on the assumption that any fines or other incidental fees incurred during the student's enrolment with the University have been paid in full and the Student Information System is showing the student's account to be in credit.

## Section 2 - Compliance

(3) This is a compliance requirement under the:

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

## Section 3 - Intent

(4) The intent of this document is to set out the University's procedures for fee refunds for domestic VET students; the circumstances in which refunds will be authorised or denied; and the dates which are relevant to such refunds

(5) (For domestic HE students refunds refer to the [Higher Education Domestic Students - Refund of Fees Procedure](#) and for international student refunds, refer to the [International Students - Refund of Fees Procedure](#)).

## Section 4 - Relevant Definitions

(6) In the context of this document:

- a. Cut-off date means the last day for a VET student to withdraw from unit/s without incurring a financial liability. This date is fourteen (14) days after teaching commences for that unit;
- b. Domestic student means a student who is an Australian citizen, permanent resident or holder of a humanitarian visa;
- c. Fees means the following types of fees:
  - i. Full Fees (or Fee for Service) are fees charged to VET students who are enrolled in a course that is not subsidised by the Northern Territory Government;
  - ii. Recognition of Prior Learning (RPL) Fees are fees charged to domestic VET students for an RPL self-assessment tool and/or an actual RPL assessment;
  - iii. Student Services and Amenities Fee is a fee charged to students for services and amenities of a non-

academic nature; and

iv. VET Domestic Tuition Fees are charged to students who are enrolled in a course that is subsidised by the Northern Territory Government.

d. Special circumstances mean an exception to the general rule. Special Circumstance provisions will be applied to a student's application for refund where the University is satisfied that such circumstances are:

- i. beyond the student's control; and
- ii. did not make their full impact on the student until on or after the cut-off date for the unit of study in question; and
- iii. Makes it impractical for the student to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the unit.

- Note: A student cannot claim Special Circumstances due to a lack of knowledge or understanding of requirements.

e. Unit means a prescribed amount of academic work often characterised by a set of lectures, tutorials, workshops or online contact and other teaching and learning sessions or materials and which form the basic building blocks of a course of study; and

f. University Default means circumstances where a refund is owing 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 5 - Procedures

(7) In order to be eligible for a refund of fees, a domestic VET student must first withdraw from the unit/s in which he or she is enrolled. In VET, a student must withdraw by the cut-off date (14 days after the advertised commencement date for the unit or course) otherwise, it will be deemed that the student has attended the unit or course and a refund will not be given except where the need for a refund was caused by University default.

### Withdrawal from Unit/s Prior to Cut-off Date

(8) To withdraw from a unit/s, students must contact the Customer Service Officer of the relevant VET Team, or submit a [VET102 - Change of Enrolment/Withdrawal from Course 2018](#) form by the cut-off date (i.e. within fourteen (14) days after teaching commences for that unit).

(9) If the student withdraws from the unit/course prior to the cut-off date, the fees will be automatically re-credited into their student account. To access the credit in this account the student must apply for a refund through the University Cashiers, Academic Administrations by completing the [Request for Student Refund form](#).

(10) All fees are re-credited to the student's University account and are held for a period of twelve (12) months, after which time, if the student has not applied for a refund, the monies may be forfeited.

### Withdrawal from Unit/s After Cut-off Date

(11) If a domestic VET student withdraws from the unit/s or course after the cut-off date (i.e. more than 14 days after the advertised commencement date), he or she is not entitled to a refund, unless a refund is owing due to a default of the University.

(12) To request a refund after the cut-off date, the student will need to complete and submit to the Customer Service Officer of the relevant VET Team, the [VET102 - Change of Enrolment/Withdrawal from Course 2018](#) form and the student must also complete the Request for Student Refund form and submit this to the University Cashier, Academic

Administrations.

(13) If there are special circumstances that led to a withdrawal, the University may refund all or some of the fees paid.

(14) A student may be required to provide detailed and relevant documentation to support his or her case for a refund.

### **Eligibility for Full Refund**

(15) A refund of fees is not automatic. All students must apply for a refund.

(16) A full refund of fees will be paid only when:

- a. a student withdraws from the unit/s prior to the cut-off date;
- b. an offer of enrolment is withdrawn by the University (unless the offer was made on the basis of incorrect or incomplete information being supplied by the applicant); or
- c. the University is unable to provide the course or unit in which the student is enrolled;

### **Refund Method**

(17) In accordance with banking regulations, refunds will normally only be completed by the same method in which the fees were originally paid (with the exception of cash payments). When requesting a refund, where the original payment was made via:

- a. B-Pay – the student will need to provide his/her bank account details as the refund will be processed by Bank Transfer;
- b. Bank Transfer – the student will need to provide their bank account details as the refund will be processed by Bank Transfer;
- c. Cheque – the student will need to provide the bank account details of the cheque owner as the refund will be processed by Bank Transfer;
- d. Credit Card – the student will need to provide the details of the original credit card for the cashier to refund; otherwise the refund will be processed by Bank Transfer. In these cases bank account details will need to be provided; or
- e. Cash – the student will need to provide their bank account details as the refund will be processed by Bank Transfer unless the refund amount is less than AUD \$30.00, (This service is only available from the Casuarina Campus).

(18) Where a sponsoring body or scholarship agency pays the student's fees, any refund will be paid to that sponsoring body or scholarship agency.

(19) Only in exceptional circumstances will a cheque be the means of a refund.

### **Applying for a Refund After the Cut-Off Date**

(20) All refund requests must be made in writing on the Request for Student Refund form. Forms can be found on the University website and are available through the University cashier's office.

(21) Applications will be processed within four (4) weeks of being submitted.

(22) Note: An application for refund will not normally be accepted if it is lodged later than twelve (12) months from the end of the relevant teaching period.



## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	15th January 2022
<b>Review Date</b>	31st May 2022
<b>Approval Authority</b>	Vice-Chancellor
<b>Approval Date</b>	17th December 2021
<b>Expiry Date</b>	31st May 2022
<b>Responsible Executive</b>	Fiona Coulson Deputy Vice-Chancellor Academic
<b>Implementation Officer</b>	Sharon Green Manager Student Finance
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