

REFUND AND RE-CREDIT PROCEDURE

Policy Hierarchy Link	<i>Education Services for Overseas Students Act 2000</i> <i>Higher Education Support Act 2003</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> Refund and Re-Credit Policy for Domestic Students Refund Policy for International Students			
Responsible Officers	Registrar Financial Controller			
Superseded Documents	Review Procedures – Re-Crediting FEE-HELP Policy			
Associated Documents	Application Form for Tuition Fee Refund or Recredit of FEE-HELP Balance External Dispute Resolution Policy Non-Academic Grievance Policy Refund and Re-Credit Policy for Domestic Students Refund Policy for International Students			
Review Date	April 2023			
Version	Endorsed By	Approved By	Approval Date	Effective Date
2.0	The Principal	Academic Board	29/05/2020	20/05/2020

1. PURPOSE AND SCOPE.....	1
2. DEFINITONS.....	2
3. PROCEDURE.....	2
3.1 Applications for Refund or Re-Credit	2
3.2 Supporting Evidence for Special Circumstances	2
3.3 Assessment of the Application.....	3
3.4 Outcomes.....	4
3.5 Appeals.....	4
4. ACKNOWLEDGEMENTS	4
5. DOCUMENT HISTORY	5

1. PURPOSE AND SCOPE

The procedure is required under the *Higher Education Support Act 2003 (HESA)* (the Act), the *Education Services for Overseas Students Act 2000*, the *Higher Education Standards Framework (Threshold Standards) 2015*, and other legislative instruments such as the *Higher Education Provider Guidelines 2012*.

The procedure applies to all students enrolled in the accredited programs of study or units of study at Moore College. This procedure does not apply to students enrolled in any unaccredited courses or unaccredited units of study at Moore College.

2. DEFINITIONS

Key terms and acronyms referred to in the Procedure.

Term	Definition
Accredited unit	An accredited unit is a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. (AQF Glossary of Terminology). The accredited unit may also be regarded as a specific period of research supervision in which the student is enrolled.
Census date	Each unit of study has a census date. The census date is the date at which enrolment in the unit is considered finalised.
Course	A program of learning comprising one or more units of study, or structured workplace learning that leads to the award of a qualification. (AQF Glossary of Terminology)
Tuition fee	Has the meaning given by the Act section 19-105
Unit	See accredited unit

3. PROCEDURE

3.1 Applications for Refund or Re-Credit

- (i) Applications for tuition fee refunds or re-credit of a FEE-HELP balance should be submitted in writing using the application form appended below.
- (ii) Applications must be accompanied by supporting evidence as appropriate.
- (iii) Applications must be submitted within 12 months of withdrawal date from the unit of study.
- (iv) If the College is satisfied that the application could not be submitted within this timeframe due to circumstances beyond the student's control, the College may at its discretion waive the 12 month requirement.
- (v) Applications should be sent to the Registrar registrardept@moore.edu.au
- (vi) The Registrar will acknowledge receipt of your application within two working days.

3.2 Supporting Evidence for Special Circumstances

- (i) A student who withdraws from a unit of study after the census date and applies for a refund or re-credit may do so in special circumstances as set out in the accompanying policy and noted in this procedure at 3.2.(ii).
- (ii) Special circumstances are such that they:
 - are beyond the student's control; and
 - do not make their full impact on the student until on or after the census date for the unit of study; and
 - make it impracticable for the student to complete the requirements for the unit during the period in which the student undertook, or was to undertake, the unit.

(iii) Examples of supporting evidence may include:

- Medical related reasons

A statement from a doctor or counsellor the date your medical condition began or changed; how your condition affected your ability to study; and when it became apparent that you could not continue with your studies.

- Unforeseen family/personal related reasons

Unforeseen family or medical reasons that occur or worsen after the census date, that are beyond your control and affect your ability to continue with your studies. A supporting letter from your minister, doctor or counsellor should accompany your application.

- Employment related reasons

Your employment status or arrangements change unexpectedly after the census date due to circumstances beyond your control and making you unable to continue your studies. A supporting letter from your employer should accompany your application.

- Course related reasons

The College changes the arrangements for the course or unit in which you are enrolled and as a result, you are unable to continue with your studies or complete the requirements of the unit, or continue in an alternate unit. A supporting letter from your Moore College chaplain should accompany your application.

3.3 Assessment of the Application

- (i) The Registrar will assess each application according to the criteria set out in the *Refund and Re-Credit Policy for Domestic Students* and the *Refund Policy for International Students* which includes the criteria for special circumstances as set in the *Higher Education Support Act (HESA) 2003*.
- (ii) The Registrar will give a written response to applications within 20 working days of receiving the application and its supporting evidence.
- (iii) If the Registrar decides against a refund or re-credit for the unit of study, the written response must inform the applicant or his or her right to appeal the decision.

3.4 Outcomes

- (i) The Registrar will inform the Financial Controller of approved refunds.
- (ii) The Financial Controller will ensure that any refunds are paid to the applicant within 20 working days from being informed of the refund approval.
- (iii) The currency of any refund will be in Australian dollars.
- (iv) Approved refunds will be processed by bank transfer only to the applicant's nominated bank account.
- (v) Approved re-credits of a FEE-HELP balance will be processed by the Registrar within 20 working days of the date of approval. The processing will involve notifying government departments through the normal student data collection processes.
- (vi) The appearance of the re-credit in an applicant's FEE-HELP balance is entirely determined by the processing schedules of the Australian government.
- (vii) The record of the application and decision will be stored securely on the student's file.

3.5 Appeals

- (i) In the first instance, appeals are dealt with internally according to the Non-Academic Grievance Policy and associated procedures which are available on the College website.
- (ii) The appeal will review the decision in terms of the applicable policies.
- (iii) The College's dispute resolution processes do not remove the right of the student to take action under Australia's consumer protection laws or appeal to the State Ombudsman <https://www.ombo.nsw.gov.au/>
- (iv) International students also may appeal to the Commonwealth Ombudsman <https://www.ombudsman.gov.au/> whose service is free.

4. ACKNOWLEDGEMENTS

The following documents are acknowledged in the review of this policy.

Macquarie University. *Remission and Re-Crediting of Fees*.

<https://www.mq.edu.au/study/non-school-applicants/fees-and-costs/nested-remission-and-re-crediting-of-fees>. Accessed 21 April 2020.

University of Technology Sydney. *Refunds and Remissions*.

<https://www.uts.edu.au/current-students/managing-your-course/fees-and-payment/refunds-and-remissions> Accessed 21 April 2020.

5. DOCUMENT HISTORY

The history of modifications to the Procedure is detailed in the table below.

Version	Endorsed By	Approval Date	Effective Date	Sections modified
[1.0]	College Council	29/06/2006	29/06/2006	New procedure
2.0	Principal	29/05/2020	29/05/2020	Reviewed and reformatted. Procedures for refunds are new.



Refund and Re-Credit Application Form

Use this form if you are applying for a refund of tuition fees and/or a re-credit of your FEE-HELP balance. The following policies are available on the College website. Please read them to ensure that you are eligible before applying:

- Refund and Re-Credit Policy for Domestic Students
- Refund Policy for International Students

1. Personal Details

Name		Student ID	
Course name			
Student email			
Personal email			
Address			

2. Units of Study

I am applying for a refund of paid upfront tuition fees and/or a re-credit of my FEE-HELP balance for the following units of study or a period of research supervision:

Unit Code	Unit Name/Period of Supervision	Refund	Re-credit	Office use only

3. Special Circumstances

If you are applying for a refund or re-credit under special circumstances give an outline of your special circumstances on a separate page.

Attach the supporting evidence for your application. See the *Refund and Re-Credit Procedure* for examples of supporting evidence.

Please note that your application cannot be processed until all supporting evidence is received.

4. Bank Details

Should an application for a refund of paid tuition fees be approved College will transfer the refunded amount into your nominated bank account.

Name of account	
BSB	
Account number	

For international payments please also provide

Receiving bank	
International Bank Account Number (IBAN)	

5. Declaration

I declare that the information I have provided is true and accurate.	
Signature	Office use only Date received
Date	

6. Submit

Submit your completed form and all supporting evidence to registrardept@moore.edu.au

You will receive a confirmation email that your application and all supporting evidence has been received.

You will receive a decision on your application within 20 working days from date of receipt.

Office use only	
Refund or re-credit approved	
Signature	Date