

REFUND AND RE-CREDIT POLICY FOR DOMESTIC STUDENTS

Policy Link	Nil			
Responsible Officer	Registrar Financial Controller			
Contact Officer	Registrar			
Superseded Documents	Re-Crediting FEE-HELP Policy			
Associated Documents	Course Discontinuation Procedure External Dispute Resolution Policy Non-Academic Grievance Policy Refund and Re-Credit Procedure Refund Policy for International Students Student Academic Misconduct Policy Student Code of Conduct Student Withdrawal Guidelines			
Review Date	June 2025			
Version	Endorsed By	Approved By	Approval Date	Effective Date
2.0	The Principal	Governing Board	18/06/2020	18/06/2020

1. PURPOSE

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

2. SCOPE

This policy applies to refunds and re-credits of tuition fees only, whether those tuition fees are paid upfront or through accessing a FEE-HELP loan. The policy applies to all domestic students enrolled in accredited courses of study or accredited units of study at Moore College. This policy does not apply to students enrolled in any unaccredited courses or unaccredited units of study at Moore College. Refunds of tuition fees for international students on Payment in Arrears Agreements are dealt with in a separate policy.

3. DEFINITIONS

Key terms and acronyms referred to in the Policy

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

4. POLICY STATEMENT

4.1 General Points

- (i) The policy does not apply if the student has successfully completed the unit, whether the completed outcome is pass or fail.
- (ii) Applications for refunds or re-credits must be submitted in writing, with supporting evidence as appropriate, within 12 months of withdrawal from the unit.
- (iii) If a unit of study is cancelled by Moore College either before or after the census date for that unit the student will receive a refund of any upfront fees paid or a re-credit of their FEE-HELP balance for that unit.
- (iv) The currency of any refunds will be in Australian dollars.
- (iv) Moore College does not charge student services and amenities fees.

4.2 Withdrawal on or Before the Census Date

- (i) A student who enrolls in a unit but withdraws on or before the census date is not liable to pay the tuition fees for that unit.
- (ii) If a student has made upfront payments in relation to a unit, Moore College will refund those amounts to the student, and, if the student has requested a FEE-HELP loan, the student will not incur a FEE-HELP debt for that unit.
- (iii) There are no financial penalties or administrative fees for withdrawing from a unit on or before the census date.

4.3 Withdrawal After the Census Date

- (i) A student who withdraws from a unit after the census date, and that withdrawal is not subject to special circumstances, is liable to pay the tuition fees for that unit.
- (ii) In this case the student is not eligible for a refund or re-credit of tuition fees.
- (iii) The student will receive a Fail Discontinue grade for that unit on their academic record.

4.4 Special Circumstances

- (i) Government legislation may provide for the remission of debt in respect of tuition fees for a student who withdraws from a unit after the census date due to special circumstances.

(ii) Special circumstances may apply only if Moore College is satisfied that the circumstances of the student 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) Some matters that may not be considered to be circumstances beyond a student's control include student misconduct, lack of understanding, a student changing their mind about studying.

(iv) Remission may include:

- a refund of upfront tuition fee payments
- re-credit of a FEE-HELP balance

5. APPEALS

(i) A student who is dissatisfied with any decision on a refund or re-credit can appeal via the College's Non-academic Grievance Policy.

(ii) This policy, 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.

6. LEGAL AND POLICY FRAMEWORK

This Policy operates within the following legislative context.

Higher Education Provider Guidelines 2012

Higher Education Standards Framework (Threshold Standards) 2015

Higher Education Support Act 2003 (HESA)

7. IMPLEMENTATION

Responsibility for implementation lies with the Financial Controller and the Registrar. Additional information necessary for carrying out this Policy is detailed in the Refund and Re-Credit Procedures.

8. ACKNOWLEDGEMENTS

The following sources are acknowledged in the review of this policy. Sources were accessed 17 April 2020.

Bond University. Refund Policy. <https://bond.edu.au/future-students/study-bond/how-apply/fees-costs/payment-methods/refund-policy>

University of Sydney. Refunds. <https://www.sydney.edu.au/students/refunds.html>.

9. REVIEW AND HISTORY

Version	Approved By	Approval Date	Effective Date	Sections modified
[1.0]	College Council	26/06/2006	26/06/2006	New policy
2.0	Governing Board	18/06/2020	18/06/2020	Reformatted. Separation of policy and procedures. Reviewed against legislation.