



## Withdrawals and Refunds

Policy number: CS05

Version: 3.0

Policy Owner: **General Manager Organisational Services**

Subject Expert: **Manager Customer Service**

Next review date: **18 June 2023**

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### 1. PURPOSE

The Withdrawals and Refunds Policy (this Policy) establishes the process to be followed for processing all claims by students for withdrawals and refunds of enrolment, tuition and resource fees charged by South Metropolitan TAFE.

### 2. SCOPE

This policy does not apply to international students. Refer to TAFE International Western Australia (TIWA) refund policy.

Students who have been enrolled with a Commonwealth VET Student Loan should be referred to the **CS01 Tuition Fee refund or re-credit for VET Student Loans enabled courses** policy if they are seeking to withdraw and apply for a refund/re-credit for their enrolment.

### 3. POLICY GOVERNANCE

- Department of Training and Workforce Development VET Fees & Charges Policy
- VET Student Loans Rules 2016 Standards for Registered Training Organisations 2015 made under the National Vocational Education and Training Regulator Act 2011

### 4. KEY DEFINITIONS

**Census Date** - The last day a student may withdraw from a VET Unit of Study in which they are enrolled without incurring a liability for tuition fees or a VET Student Loan debt.

**SM TAFE** – refers to **South Metropolitan TAFE**, “**the Organisation**” including all its campuses, departments, centres, business units, corporate units and delivery centres.

**VET Course of Study** – a qualification that has been approved by DEEWR as eligible for VET Student Loan Assistance.

**VET STUDENT LOAN (VSL)** – an income contingent Commonwealth loan scheme where eligible students may use to defer paying fees for units of study for their Vocational Education and Training (VET) enrolment. This student loan is part of the Higher Education Loan Program (HELP).

**VET Unit of Study** – a unit of study that forms part of a VET Course of Study.



## 5. PRINCIPLES

**SM TAFE** will conduct this policy within the Policy Guidelines for Publicly Funded Providers and Programs as published annually by the WA Department of Education Training and Workforce Development's VET Fees and Charges Policy.

### 5.1. Advice of Withdrawal

Students must be advised that written advice of withdrawal is necessary to ensure that:

- they are eligible for a refund; or
- they do not incur a financial liability under the Commonwealth Government's VET Student Loans program.

SM TAFE's Enrolment Terms and Conditions provided to students on enrolment document the requirement for written advice of withdrawal. At the time of enrolment, enrolling staff need to remind students of the **Enrolment Terms and Conditions** particularly the importance of census dates and the need for formal withdrawal., especially when a student has a student loan.

If students do not officially withdraw within the specified time, they will remain liable for full payment of any outstanding fees.

Refunds are not automatically generated if a class is cancelled by SM TAFE. Students are still required to complete the **CS040101 Enrolment Adjustment form**.

#### Full refund

Students are entitled to a full refund of charges incurred if one of the following occurs:

- cancellation or re-scheduling to an unsuitable time for the student of their course/qualification or module/unit of competency,
- the student has not being given a place due to maximum number of places being reached.
- Class cancelled due to insufficient numbers.
- Diploma/Advanced Diploma students withdrawing before their census dates.

### 5.2. Partial refunds: profile and fee for service

Student withdrawals from profile funded courses must be treated differently to withdrawals from Fee for Service Courses.

#### 5.2.1 Fee for Service course withdrawals

Students who withdraw from Fee for Service units/courses are not entitled to a refund once classes have commenced regardless if census dates have not passed, unless the enrolment was for an approved Diploma/Advanced Diploma VET Student Loan approved course.



Special circumstances may be considered if the student is able to provide evidence of extenuating circumstances beyond their control. An application for special circumstances must be approved by the relevant Portfolio Manager and endorsed and signed off by the Executive Director before the application is sent to the Director, Client Service for final approval.

### 5.2.2 Profile course withdrawals

A student who withdraws from a profile funded course, for reasons other than those specified in section 5.1, **prior to or on their census dates**, will be eligible for a partial refund of the fees charged.

The proportion of refund will be calculated according to the guidelines laid out in the DTWD VET Fees & Charges policy which is a **full refund of the tuition fee** for the unit; **and:**

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

Census (withdrawal) dates for students who are enrolled as a flexible delivery will occur when they reach 20% of duration of the course from the date of enrolment.

The twenty (20%) percent period is taken as starting from, and includes, the date of the first official class/attendance/contact for that VET module /unit of study.

### 5.3. Pro-rata refunds

Pro-rata refunds are not applicable to Fee for Service courses and not available for students on a VET Student Loan.

Withdrawals from profile courses may be supported by the Manager, Customer Services or the Director, Client Services if the application was made **before census dates** were reached.

Applications for refunds received **after census dates** will need to have the final approval of the Managing Director.

Application for refunds may be submitted during a profile course of delivery within the semester if a student has to withdraw for reasons that were beyond their control and as a result of these reasons, it was impossible or difficult for the student to continue his/her studies at SM TAFE.

Examples that will be considered as **special circumstances** include:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of the accountable officer.

Students who are applying for special consideration must be able to provide evidence that the circumstances:



- were beyond their control;
- did not have full impact on the student until on or after the census date for the unit(s) of study in question; and
- made it impracticable for the student to complete the requirements for the unit(s) of study in question.

All conditions **must** be met to be eligible for refund based on special consideration/circumstances. **Pre-existing illness may exclude the student from being considered for a refund.**

A student who has opted to pay their fees by instalments will only be entitled to a refund if the total owed by the student is less than the refund due. In situations where a student owes more than the refund due, arrangements will need to be made with the withdrawing student for collection of the debt. For continuing students, a new Fees Payment Agreement may be entered reflecting the adjustment of fees.

Due to the ceiling (capping) of tuition fee charges for some courses, full time students who withdraw from a proportion of their units may not, in some instances, be entitled to a refund or a refund of the full cost of the units from which they withdraw if the balance owed is still above the ceiling/cap charge.

In all cases, the student should supply documentary proof of any claims (e.g. medical certificates), and copies should be retained with the **CS040101 Enrolment Adjustment form**.

Student enrolments **must not be cancelled** once students have attended classes, especially when fees are owing.

#### **5.4. No refunds**

No refunds will be applicable in the following circumstances:

- Students withdraw after their census dates.
- Student withdraws from a Fee for Service unit/course once classes have commenced apart from Diploma of Aviation where the VSL refund rules will apply.
- Discretionary fees are non-refundable unless the enrolled student is studying off campus or off-shore.
- The RPL Pre-interview assessment fee of \$100.
- Recognition of Prior Learning (Advanced Standing) course enrolment fees.

#### **5.5. Discontinuance of course**

In the event that SM TAFE ceases to provide a course after it starts but before it is completed, SM TAFE will work with DTWD and other registered providers to organise the placement of students into an equivalent course.

#### **5.6. Discontinued Students**

Students who have ceased to participate in classes, learning activities and/or assessments relating to the VET unit of study and have not officially withdrawn will be



withdrawn at the conclusion of the unit of study and will be liable for the full payment of outstanding fees.

### 5.7. VET Course or Unit of Study Deferral

VET course or unit of study deferrals are not available.

## 6. DOCUMENTS SUPPORTING THIS POLICY

### 6.1. Policies

- CX03 Admissions Policy for VET Student Loans enabled courses
- CX04 VET Fees and Charges
- CS05 Withdrawals and Refunds

### 6.2. Procedures

- CX0101 Student Review Procedure for re-crediting a student loan balance for students on VSL
- CS0601 Enrolment – Full time profile student procedure – **under review**
- CX0301 VET Student Loans Enrolment Procedure

### 6.3. Forms

- CX030101 Local interview assessment form for students applying for a VET Student Loan
- CX030102 VET Student Loans Application
- CX04010 Enrolment Adjustment – **under review**
- CX030001 Application for Special Circumstances Recredit Remission – Application
- CX030002 Application for Special Circumstances Recredit Remission – Assessment
- CX030003 Application for Special Circumstances Recredit Remission - Review of Decision
- CX040102 Financial Assistance Application – **under review**
- CX040104 Application for CPFIS Waiver of Fees
- CS050003 Withdrawals & Refunds – Special Circumstances – Fee for Service – **under review**
- CS050004 Withdrawals & Refunds – Special Circumstances – Profile Courses – **under review**
- CS050005 Fee Waiver Request (Administration Adjustment) – **under review**
- QD020201 Recognition of Prior Learning (Advanced Standing) Individual Student Enrolment Form package
- QD020202 Recognition of Prior Learning (Advanced Standing) Group Enrolment Form package

## 7. POLICY REVIEW AND COMMUNICATION

All staff will be notified of new policies and policy changes and the documents will be available on the QMS.



## 8. POLICY APPROVAL

Approved and Endorsed:

Terry Durant

Managing Director

Date: 16 May 2017

## 9. DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Approved by	Brief Description
V1.0	16 May 2017	Managing Director	Withdrawal and Refund policy for all courses delivered at SM TAFE.
V1.1	16 April 2018	Managing Director	Withdrawal and Refund policy for all courses delivered at SM TAFE.
V1.2	28 May 2018	General Manager Organisational Services	Updated 5.5 and 5.6
V2.0	14 November 2018	CORPEX	Scope, 4. Key definitions, 5. Principles & 6. Documents supporting this policy updated
V2.1	20 February 2020	Manager Assessments and Admissions	CS050001 and CS050002 forms superseded, replaced by CS050005 form
V2.2	30 June 2020	Project Manager	Minor changes to form titles by adding "RPL (Advanced Standing)
V3.0	18/06/2021	General Manager Organisational Services	Minor changes to 5.1 Full refund; 5.3 Pro-rata refund. Review is incomplete – only CS05 policy was reviewed and approved. Linked documents are currently under review.