



REFUND POLICY AND PROCEDURE

Refund Policy and Procedure		
Code: E2.15	Area: EMG	
Policy Owner: Executive Management Group	Version #: 2.0	Date: 2 Oct 2019
Policy Developer/Reviewer: Finance Manager	Review date: 2 Oct 2022	

VERSION HISTORY

Version	Authorised by	Approval Date	Details
1.0	Executive Management Group	26 Jul 2013	Document creation
1.0	Executive Management Group	16 Jan 2014	Regular review (no amendments)
1.0	Executive Management Group	14 Jan 2016	Regular review (no amendments)
2.0	Executive Management Group	2 Oct 2019	Comprehensive review to align with HESF15, expanded to include all forms of refund (domestic and international)

PURPOSE AND SCOPE

The aim of this policy is:

- Provide guidance to domestic and international students on when they are eligible for refunds.
- Provide guidance to domestic and international students on how to apply and receive refunds.

This policy applies to domestic and international students at the Sydney Institute of Traditional Chinese Medicine (SITCM).

1 OVERVIEW

This policy ensures that the Sydney Institute of Traditional Chinese Medicine (SITCM) meets regulatory requirements for the provision of refunds to domestic and international students.

This policy is informed by the *Higher Education Standards Framework (Threshold Standards) 2015*, particularly Sections 1.1 Admissions and 7.2 Information for Prospective and Current Students; the *Education Services for Overseas Students Act 2000*, particularly Part 5 Tuition protection service; and the *Education Services for Overseas Students (Calculation of Refund) Specification 2014*.

2 POLICY

2.1 WITHDRAWAL FROM A UNIT OF STUDY / COURSE

- 1) Students may apply to withdraw or defer from a course at any time after enrolment, or in the case of international students after confirmation of enrolment, and prior to the designated end course date. Further information can be found in the *Deferral and Withdrawal Policy*.

- 2) To be eligible for a refund, a student must withdraw or defer from a course before or on the census date.
 - a. The census date can be found on the SITCM website:
<https://www.sitcm.edu.au/calendar/>
- 3) Students who withdraw or defer after the census date will not be eligible for a refund.

2.2 GENERAL INFORMATION

- 1) All requests for a refund must be made on the *Refund Request Form* (which is available from the SITCM office, website and Moodle).
- 2) The refund will be paid via one of the following methods:
 - a. Nominated bank account, or
 - b. Original credit or debit card used for payment.
- 3) The course enrolment fee paid by international students will not be refunded.

2.3 REFUNDS – DOMESTIC STUDENTS

2.3.1 DOMESTIC STUDENTS WHO ARE ELIGIBLE FOR FEE-HELP ASSISTANCE

- 1) This section is applicable to students who are eligible for FEE-HELP.
- 2) In the event of a student withdrawing or deferring from a unit of study on or before the census date for that unit of study:
 - a. The student will not incur a FEE-HELP debt.
- 3) In the event of a student withdrawing or deferring from a unit of study after the census date for that unit of study:
 - a. No refund is applicable; and/or
 - b. The student will incur a FEE-HELP debt.

2.3.2 DOMESTIC STUDENT FEE PAYING STUDENTS

- 1) This section is applicable to domestic fee paying students.
 - a. This includes students who pay fees upfront and/or partially use FEE-HELP.
- 2) In the event of a student withdrawing or deferring from a unit of study on or before the census date:
 - a. If the student has not already done so they will not be liable to pay for the tuition fees.
 - b. If the student has already paid some or all of their tuition fees these will be refunded to the student.
- 3) In the event of a student withdrawing or deferring from a unit of study after the census date, no refund is applicable.
- 4) All requests for refunds must be made in writing in the Refund Request Form.

2.3.3 PAYMENT OF REFUNDS – DOMESTIC STUDENTS

- 1) Refunds will be paid within 28 days of the census date of the unit of study to which the withdrawal or deferral applies.

2.4 REFUNDS – INTERNATIONAL STUDENTS

- 1) All requests for refunds must be made in writing on the *Refund Request Form*.
- 2) Refunds will be paid within 28 days of the receipt of the written application for a refund.

2.4.1 STUDENT APPLICATION FOR A VISA IS REJECTED

- 1) If an application for a student visa is rejected for an international student applying offshore, all tuition fees will be refunded.
 - a. The student must provide documentary evidence within 14 days of the visa rejection.
 - b. The course enrolment fee will not be refunded.

2.4.2 STUDENT WITHDRAWS FROM COURSE

- 1) If an international student withdraws more than 28 days before the course commencement date, 80% of the total fees will be refunded.
 - a. The course enrolment fee will not be refunded.
- 2) If a student withdraws less than 28 days before the course commencement date, 60% of the total fees will be refunded.
 - a. The course enrolment fee will not be refunded.

2.5 REFUNDS IF SITCM DEFAULTS

This section applies if a student is unable to complete the course because SITCM defaults.

- 1) A student will receive a refund if SITCM defaults for the following reasons:
 - a. If the offered course does not start on the published or agreed starting day.
 - i. It is not a provider default if SITCM does not provide the course due to low enrolments.
 - b. If a course stops being provided after it starts or before it is completed.
 - c. If a course stops being provided due to a sanction on SITCM from a regulatory body.
- 2) A full refund will be provided within 28 days of the default day.
 - a. A statement will be provided that explains how the refund amount has been calculated.
 - b. The course enrolment fee will not be refunded.

2.6 SPECIAL CIRCUMSTANCES

A student who withdraws after the census date for a unit of study may be eligible to apply for special consideration to receive a refund. For more information about this please consult the *Special Circumstances Refund Policy*.

3 PROCEDURES**3.1 REFUND BEFORE CENSUS DATE – DOMESTIC STUDENTS FEE PAYING**

- 1) The student must withdraw or defer from the course on or before census date by completing either:
 - a. *Withdrawal Form*, or
 - b. *Deferral Form*.
- 2) If the student seeks deferral, the *Deferral Form* must be assessed and approved or not approved by the Dean within five (5) days of receipt.
- 3) The student must complete a *Refund Request Form* and return it to the SITCM office.
- 4) The refund will be assessed and processed by SITCM.
- 5) The refund will be paid into the nominated bank account or credit/debit card within 28 days of the receipt of the refund request.

3.2 REFUND BEFORE COURSE COMMENCEMENT – INTERNATIONAL STUDENTS

- 1) The student must withdraw or defer from the course by completing the *Withdrawal Form*.
- 2) The student must complete a *Refund Request Form* and return it to the SITCM office.
- 3) The refund will be assessed and processed by SITCM.
 - a. If the withdrawal is more than 28 days before the course commencement date, 80% of total fees will be refunded.
 - b. If the withdrawal is less than 28 days before the course commencement date, 60% of the total fees will be refunded.
- 4) The refund will be paid into the nominated bank account or credit/debit card within 28 days of the receipt of the refund request.

3.3 REFUND FOR VISA APPLICATION REJECTION

- 1) International students who have their visa application rejected must complete a *Refund Request Form* within 14 days of the rejection.
- 2) The student must provide documentary evidence of the visa rejection with the *Refund Request Form* within 14 days of the rejection.
- 3) The refund will be paid into the nominated bank account or credit/debit card within 28 days of SITCM receiving the completed *Refund Request Form* and documentary evidence.

4 RELATED POLICY AND OTHER DOCUMENTATION

- 1) Higher Education Standards Framework (Threshold Standards) 2015.
- 2) Education Services for Overseas Students Act 2000.
- 3) Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- 4) E2.09 Deferral and Withdrawal Policy.
- 5) F1.38 Refund Request Form.
- 6) F1.23 Withdrawal Form.
- 7) F1.22 Deferral Form.
- 8) E2.12 Special Circumstances Refund Policy.