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| <b>Refund Policy and Procedure</b>                   |                         |                   |
| Code: E2.15  | Area: Non-Academic E    |                   |
| Policy Owner: Executive Management Group             | Version #: 2.1          | Date: 29 Apr 2020 |
| Policy Developer/Reviewer: Quality Assurance Manager | Review date: 2 Oct 2022 |                   |

**VERSION HISTORY**

| Version | Authorised by | Approval Date | Details   |
|---------|---------------|---------------|---|
| 1.0     | EMG           | 26 Jul 2013   | Document creation   |
| 1.0     | EMG           | 16 Jan 2014   | Regular review (no amendments)  |
| 1.0     | EMG           | 14 Jan 2016   | Regular review (no amendments)  |
| 2.0     | EMG           | 2 Oct 2019    | Comprehensive review to align with HESF15, expanded to include all forms of refund (domestic and international)   |
| 2.1     | PRG           | 29 Apr 2020   | Corrected Section 3.2 “Refund before Course Commencement – International Students” for consistency with “Policy” section and clarified responsibilities of the Finance Manager and Registrar. |

**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 (please refer to the *Deferral and Withdrawal Policy* for more information).
- 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 except in accordance with the *Special Circumstances Refund Policy*.

### 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), and will be assessed by the Registrar.
- 2) The Finance Manager will then ensure that the refund is 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 paid the tuition fees, they will not be liable to pay.
  - 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 INTERNATIONAL STUDENT WITHDRAWS FROM COURSE**

- 1) International students who withdraw from their course and provide written notification to SITCM:
  - a. Before the semester commencement date, will have 90% of their tuition fees refunded.
  - b. Within four (4) weeks after the semester commencement date, will have 70% of the tuition fees refunded.
  - c. Four (4) weeks or more after the semester commencement date, will receive no refund.
- 2) In all circumstances the application fee is non-refundable.

**2.5 REFUNDS IF SITCM DEFAULTS**

- 1) A student may 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 and before it is completed.
  - c. If a course stops being provided due to a sanction on SITCM from a regulatory body.
- 2) A refund of unspent tuition fees may be provided within 14 days of the default day.
  - a. Refer to the *Course Discontinuation Policy and Procedure* for further details.

**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 by the Registrar.

- 5) The Finance Manager will ensure that the refund is 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 by the Registrar.
  - a. If the withdrawal is before the course commencement date, 90% of their tuition fees will be refunded.
  - b. If the withdrawal is less than four weeks after the course commencement date, 70% of their tuition fees will be refunded.
- 4) The Finance Manager will pay the refund 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 Finance Manager will pay the refund 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) E2.12 Special Circumstances Refund Policy.
- 6) Refund Request Form.
- 7) B3.14 Course Discontinuation Policy and Procedure.
- 8) Withdrawal Form.
- 9) Deferral Form.