

PROCEDURE

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| Procedure Name: | VET FEES, CHARGES AND REFUND PROCEDURE |
| Document Number: | FIN8.1.02 |
| Approved by: | College Management Committee |
| Last Approval Date: | May 2019 |
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| Audience: | UQ College Administration Staff |
| Contact Officer: | Manager Business Development |
| Related Documents: | Privacy Management (1.50.02); Fees, Charges & Refunds Policy; Refund Request form |
| Legislation: | Standards for Registered Training Organisations (RTOs) National Code of Practice for Providers of Education and Training to Overseas Students |

1. Purpose and Objective

This document sets out UQ College's fee refund procedure for domestic Vocational Education and Training (VET) students. Such fees include tuition fees, Recognition of Prior Learning (RPL) fees, Full-Fee Courses and Fee for Service.

These procedures are based on the assumption that any outstanding fees or other incidental fees incurred during the student's enrolment with UQ College have been paid in full and the Student Management System is showing the student's account to be in credit.

The intent of this document is to set out UQ College's procedures for fee refunds for domestic VET students; the circumstances in which refunds will be authorised or denied; and the dates which are relevant to such refunds.

2. Procedure Scope/Coverage

This policy applies to all UQ College staff involved in informing students of and/or processing student requests for Fee refunds.

3. Definitions

Fees means the following types of fees:

- Full Fees (or Fee for Service) are fees charged to VET students who are enrolled in a course that is not subsidised by the Queensland Government
- Recognition of Prior Learning (RPL) Fees are fees charged to domestic VET students for an RPL self-assessment tool and/or an actual RPL assessment; and
- VET Domestic Tuition Fees are charged to students who are enrolled in a course that is subsidised by the Queensland Government.

Special circumstances mean an exception to the general rule. Special Circumstance provisions will be applied to a student's application for refund where UQ College is satisfied that such circumstances are:

- Beyond the student's control; and

- Did not make their full impact on the student until on or after the cut-off date for the unit of study in question; and
- Makes it impractical for the student to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the unit.

Note: A student cannot claim Special Circumstances due to a lack of knowledge or understanding of requirements.

Specialised Unit means a prescribed amount of academic work often characterised by a set of lectures, tutorials, workshops or online contact and other teaching and learning sessions or materials and which form the basic building blocks of a course of study; and UQ College default means circumstances where a refund is owing due to an action of the UQ College including:

- The course does not start on the scheduled starting day; or
- The course ceases to be provided at any time after it starts but before it is completed; or
- The course is not provided in full to the student because a sanction has been placed on the UQ College.

4. Procedure Statement

- A refund of fees is not automatic. All students must apply for a refund.
- All refund requests must be received in writing using the Refund Request Form with supporting evidence (as required).
- The full fee for individual courses within VET qualification includes all resources.
- Please note that course fees are not subject to GST.
- When the student receives an unconditional offer of a place from UQ College through the selection process, full payment is required and an invoice/receipt is issued to the student.

5. PROCEDURE

5.1 Eligibility for Full Refund

- A full refund if a course is cancelled for any reason by the College
- A full transfer of the fees already paid by the student, to an alternative course delivered by the College, as agreed to by the student, if the course in which the student was previously enrolled in was cancelled by the College
- A full refund if a written refund request is 15 full working days after confirmation of course enrolment is issued.
- A proportionate refund amount will be paid to the student, if the student withdraws from a course, as detailed below:
 - 75% of the fees already paid if a student withdraws from the course within 15 full working days after confirmation of course enrolment is issued.
 - 50% of the fees already paid if a student withdraws from the course within 30 full working days after confirmation of course enrolment is issued.
- After the days specified in (d) above, only evidence-based compassionate and compelling circumstances beyond the student's control resulting in the student's inability to complete the course, will be considered.
- A full refund If a student has applied for a Recognition of Prior Learning (RPL) and it is deemed that the RPL application has not been successful and the students withdraws from the course

4.1 Applying for a refund

- All refund requests must be made in writing on the Refund Request form. Forms can be found in the VET Student Handbook, on the College website and are available through the College reception.

- b. Applications will be processed within four (4) weeks of being submitted.
- c. Note: An application for refund will not normally be considered if it is lodged later than three (3) months from the end of the relevant teaching period.

(Note RTOs are able to change this process to reflect their College's resource requirements)

| Action Step | Responsibility | Details |
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| Receipt of a written refund request form | Administration | <ul style="list-style-type: none"> • Ensure student is aware of the College's refund policy and procedure • Acknowledge the refund request in writing • Forward the refund request to Manager Business Development |
| Review the refund request | Manager Business Development | <ul style="list-style-type: none"> • Review the refund request in line with the refund policy and procedures within 10 business days • Inform the student in writing of the refund request decision/s within 10 business days • Inform Administration in writing of the refund decision outcome/s within 5 days |
| Determine refund request approval | Payroll Officer | <ul style="list-style-type: none"> • Receive written advice from the Manager Business Development of the refund approval decision • Process the refund within 5 working days • Record refund decision in the Refund Request Log • File all documentation in the student's file |
| Determine refusal of refund request | Payroll Officer | <ul style="list-style-type: none"> • Receive written advice from the Manager Business Development of the refund refusal decision • Provide the student with the College's complaints and appeals policy and procedure within 2 working days of the refund decision • Record refund decision in the Refund Request Log • File all documentation in the student's file |

4.2 Refund Method

- a. In accordance with banking regulations, refunds will normally only be completed by the same method in which the fees were originally paid.
- b. Where a sponsoring body or scholarship agency pays the student's fees, any refund will be paid to that sponsoring body or scholarship agency. Only in exceptional circumstances will a cheque be the means of a refund.

4.3 Evidence of Compliance

UQ College will retain evidence showing how fees, charges and refunds requirements have been complied with in full.

Prospective VET students are provided with fee information and are directed to the Refund Policy on the UQ College website during the online enrolment process prior to enrolment completion.

All records related to this procedure are maintained as detailed in the Records Management Procedure.

- a. Refund Request Form and evidence (as required)
- b. Written acknowledgement of refund request/s
- c. Written decisions based on refund request/s
- d. Refund Request Log
- e. Finance records (as required)

5. Responsibilities

1. Manager Business Development
2. Any other UQ staff involved in Financial transactions

| Version History | | | | |
|------------------------|---------------------|------------------------------------|------------------------|-------------------------------------|
| Review Period: | | 3 years from date of last approval | | |
| Version Number: | Approved by: | Approval Date: | Effective Date: | Sections Modified: |
| V1 | CMC | May 2019 | May 2019 | Procedures developed and documented |
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