

Policy and Procedure

Reference:	All current and prospective VET students/trainees
Title:	UQ College VET Fees, charges and refunds policy and procedure
Custodian:	Senior Academic Manager, Foundation and VET Pathways
Reviewer:	Academic Manager, Foundation and VET Pathways Course Coordinator, VET Programs
Date Approved:	10 June 2022
Review Date:	9 June 2022
Audience:	UQ College VET Program Trainees
Associated UQC and UQ Policies:	UQ College Complaints and Appeals Policy and Procedure
Version:	6.0

Purpose

This policy details the fees, charges, and refunds relating to VET courses at UQ College.

Policy

Fee Information

UQ College will provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest). Information will include:

- how and when fees must be paid
- how to request a refund, and
- conditions under which a refund would be provided.

Where a learner is being enrolled under any loan or delayed payment arrangement, the terms of the arrangement will be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest.

Funding entitlements

If learners are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person) UQ College will provide this information prior to enrolment.

Consumer rights

UQ College will inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

UQ College will notify learners when any change occurs that may affect the services the College provides. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements for the delivery of services

Evidence of Compliance

UQ College will retain evidence showing these requirements have been complied with in full.

Refund Conditions

A refund of Tuition Fees may be provided in the following circumstances:

Circumstance	Refund Amount
Withdrawal from a qualification or unit/s of competency prior to the start of study date	Full Tuition Fee refund
UQ College cancels a qualification or unit of competency	Full Tuition Fee refund

In exceptional cases of special circumstances outside of these rules, UQ College may consider a student refund request supported by independent supporting documentation. In cases of special circumstances, UQ College will determine the refund amount.

When considering whether special circumstances should be recognised and applied to student refund applications, UQ College must be satisfied that the circumstances:

- Are beyond the student's control.
- Did not make full impact until on or after the unit/program commencement date; and
- Made it impracticable for the student to complete the requirements of the unit or program in the period during which the person undertook, or was to undertake the unit or program

Examples of special circumstances include:

1. Medical circumstances (illness or injury), supported by a doctor's statement
2. Family/personal circumstances
3. Course related circumstances, supported by a statement from the unit trainer
4. Employment related circumstances supported by a statement from your employer
5. You accept a place offered through QTAC or higher education institution for the current semester supported by evidence of acceptance of offer.

Applications for Refunds

Students (or parent/guardian if student is under 18 years of age) applying for a refund should do so by emailing info@uqcollege.uq.edu.au with supporting evidence (eg. Medical certificate, statutory declaration, statement from employer etc).

UQC will process refund requests within 28 calendar days of receiving a valid student refund application. If information required from a student to process an application is not complete or correct, the processing timeframe will commence once the required information is received.

If a student is not satisfied with the outcome of the refund process, the student may appeal the decision by following the UQ College Complaints and Appeals Policy.

Document History

Version	Summary of Changes	Author	Action Date
6.0	Update following review; other versions archived.	Scott Leisemann	9 June 2022