

UQ College (UQC)

## Policy and Procedure

<b>Reference:</b>	Student
<b>Title:</b>	Student Fees and Refunds Policy and Procedure – Bridging Program
<b>Custodian:</b>	Senior Manager Corporate Services
<b>Reviewer:</b>	Manager Student Administration
<b>Date Approved:</b>	10 October 2022
<b>Review Date:</b>	October 2024
<b>Audience:</b>	Students enrolled in the UQC Bridging Program UQC staff involved in academic and student administration
<b>Associated Policies:</b>	<a href="#">UQ PPL 6.40.01 Information Management Policy</a> <a href="#">SS1.1.06 UQC Complaints and Appeals Policy</a>
<b>Version:</b>	1.0

### Purpose and Scope

This policy outlines the arrangements for assessing refunds for students of the UQC Bridging Program and applies to all prospective, current and former students in the UQC Bridging Program.

### 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

*NOTE: Neither the procedures below nor the UQC Student Complaints and Appeals Process remove the right of a student to take action under Australia’s Consumer Protection laws or to pursue other legal remedies.*

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## Process and Key Controls

- Eligible students (or their agent/parent/guardian) must apply in accordance with this Procedure for a refund to be considered and processed by UQC.
- To process a refund application a student must have an amount in credit in their student account.
- The Senior Manager Corporate Services, UQC, has primary responsibility for managing the student fees function at UQC, including authorising refunds.
- 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.
- Unless stated in this Student Fees and Refunds Policy and Procedure, administrative fees and charges, including the Enrolment Fee, Student Services Fee, and Textbooks and Materials Fee, will not be refunded on the cancellation of enrolment.
- All bank, foreign currency exchange and transaction fees will be incurred by the student.
- Any outstanding fees owed to UQ College will be deducted from any approved refund.
- Refunds will be issued to the bank account or credit card account from which the fees payment was made.
- Students have a right to seek a review of a refund decision in accordance with Section 5 of this Procedure.

## 1. Policy

- 1.1 UQC will provide fees information prior to enrolment or commencement of the Bridging Program. Information will include:
- How and when fees must be paid
  - How to request a refund
  - conditions under which a refund would be made

## 2. Student Fees

- 2.1 All Bridging Program fees published on the UQC website and in marketing materials are subject to review annually.
- 2.2 Students accept liability for the payment of their Bridging Program fees and are required to pay fees by the due dates specified in their offer.

## 3. Eligibility for Refunds

- 3.1 A full refund of all fees paid will be made in the following circumstances:
- Withdrawal and notified cancellation from the Bridging Program prior to the program commencement date.
  - UQ College cancels the Bridging Program.
- 3.2 In exceptional cases of special circumstances outside of these rules, UQ College may consider a student refund request supported by independent 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 fully impact the student until on, or after the Bridging Program commencement date.
- Make it impracticable for the student to complete the requirements of the Bridging Program in the period during which the student was enrolled.

Examples of special circumstances include:

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

## 4. Applications for Refunds

- 4.1 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](mailto:info@uqcollege.uq.edu.au) with supporting evidence (eg. Medical certificate, statutory declaration, statement from employer etc).
- 4.2 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.
- 4.3 Where a student provides documentary evidence clearly demonstrating that compelling or compassionate circumstances apply, a refund of fees will be at the discretion of UQC and will be consistent with the UQC Student Fees and Refunds Policy and Procedure – Bridging Program.

## 5. Appeals Process

- 5.1 Students will receive written notification of a decision regarding their refund application within 14 calendar days of UQC receiving a valid student refund application. The student will also be provided with a copy of the [UQC Complaints and Appeals Policy](#). Where any student disagrees with UQC's application of the Refund Policy and Procedure the student has 20 working days to submit an appeal using the UQC Complaints and Appeals Process
- 5.2 The student's appeal is reviewed by the Senior Manager Corporate Services. Students will receive written notification of a decision regarding the outcome of the appeal, including any reasons for an appeal being denied.
- 5.3 If the appeal is denied the student is informed of their option to appeal to the Queensland Ombudsman. The student is informed that they have 10 working days to make an appeal to the Queensland Ombudsman and that they are required to inform UQC of their case number as proof of lodgement.

## Reference List

### Contacts

#### UQ College Student Information

**Description** Contact details for all enquiries

**Contact Details** +61 7 3346 6770

[enquiries@uqcollege.uq.edu.au](mailto:enquiries@uqcollege.uq.edu.au)

Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

#### Queensland Ombudsman

**Description** Contact details for students to appeal decisions once the UQC appeals processes have been exhausted

**Contact Details** +61 7 3005 7000

Level 18, 53 Albert Street, Brisbane QLD 4000

GPO Box 3314, Brisbane QLD 4001

[ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback](http://ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback)

## Document History

Version	Summary of changes	Author	Action date
1.0	Approved Student Fees and Refunds Policy and Procedure – Bridging Program	Neil Marsh	10 October 2022