

# Policy and Procedure

<b>Reference:</b>	FIN9.1.03
<b>Title:</b>	<b>UQ College VET Fees, charges and refunds policy and procedure</b>
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<b>Audience:</b>	UQ College VET Program students/trainees
<b>Associated UQC and UQ Policies:</b>	<a href="#">UQ College Complaints and Appeals Policy and Procedure</a>
<b>Version:</b>	7.0

## Purpose

This policy details the fees, charges, and refunds relating to VET programs 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 student/trainee 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 students/trainees 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 students/trainees about their rights as a consumer, in accordance with state/territory laws.

UQ College will notify students/trainees 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:

<b>Circumstance</b>	<b>Refund Amount</b>
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/trainee 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/trainee refund applications, UQ College must be satisfied that the circumstances:

- Are beyond the student/trainee's control.
- Did not make full impact until on or after the unit/program commencement date; and

- Made it impracticable for the student/trainee 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:

- Medical circumstances (illness or injury), supported by a doctor's statement
- Family/personal circumstances
- Course related circumstances, supported by a statement from the unit trainer
- Employment related circumstances supported by a statement from your employer
- 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/trainees (or parent/guardian if student/trainee 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).

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

If a student/trainee is not satisfied with the outcome of the refund process, the student/trainee 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
7.0	Update to terminology	Scott Leisemann	11 June 2024