

Refund and Fee Exemption Policy

Policy Information

Policy Name:	Refund and Fee Exemption
Policy Number:	510
Current Version:	5.0 – 28/08/2011
Purpose:	The appropriate authority is required before revenue can be forgone, remitted, waived or otherwise written-off. This policy prescribes those instances where a refund or fee exemption may be applied and stipulates the authorised officer in each instance. This policy serves to reduce the risk of fraud and maladministration.
Scope:	This Policy applies to all individual's who apply for a refund or fee exemption for any products or services distributed or delivered by Southbank Institute of Technology.
Exceptions:	Nil
Policy Owner:	Institute Director/CEO
Policy Author:	Manager, Student Administration, Bill Williamson
Related policies and legislation:	<ul style="list-style-type: none"> ▪ Vocational Education, Training and Employment Act 2000 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf ▪ Vocational Education, Training and Employment Regulation 2000 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTREM00.pdf ▪ Training and Employment Amendment Regulation 2001 http://www.legislation.qld.gov.au/LEGISLTN/SLS/2001/01SL173.pdf ▪ Financial and Performance Management Standard 2009 http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FinAccPManSt09.pdf ▪ Defence Reserve Service (Protection Act 2001) ▪ TAFE QLD Price Leveraging Policy No. 5.3 Version 6 http://employeeportal/detportalapp/ShowDoc/BEA%20Repository/ep-preview/951/policies/division/price_leverage_del.pdf ▪ TAFE QLD Student Refund Procedure http://www.tafe.qld.gov.au/resources/pdf/student_refund_procedure.pdf ▪ Education Services for Overseas Students (ESOS) Act 2000 http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/0/947647C7A9B9EEA9CA2573080037454D/\$file/EduSerforOverStud2000_WD02.pdf ▪ SBIT International Student Terms and Conditions of Enrolment – QF709 ▪ Higher Education Support Act 2003 (HESA) http://www.austlii.edu.au/au/legis/cth/consol_act/hesa2003271 ▪ SBIT Policy No. 524 - FEE-HELP Tuition Fee Refund Policy ▪ SBIT Policy No. 522 - FEE- HELP Review and Re-Crediting Policy ▪ Schedule 1A Higher Education Support Act 2003 (HESA) Schedule 1A Higher Education Support Act 2003 ▪ VET Provider Guidelines VET Provider Guidelines ▪ VET Provider Handbook VET Provider Handbook ▪ SBIT Policy No. 526 - VET FEE-HELP Tuition Fee Refund Policy ▪ SBIT Policy No. 523 - VET FEE-HELP Review and Re-Crediting Policy
Internal procedures guided by this policy:	<ul style="list-style-type: none"> ▪ SBIT Procedure No. 1006 – Educational Audits ▪ SBIT Procedure No. 1007 – Non-Educational Audits ▪ SBIT Procedure No. 5008 – Student Fee Exemption (Extreme Financial

	Hardship) <ul style="list-style-type: none"> ▪ SBIT Procedure No. 5009 – Processing Drops ▪ SBIT Procedure No. 5051 – Credit Transfer ▪ SBIT Procedure No. 5022 – FEE-HELP Review and Re-Crediting ▪ SBIT Procedure No. 5023 - VET FEE-HELP Review and Re-crediting
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Policy

1.0 General Information

TAFE Qld Price Leveraging Policy 5.3 version 6 states that all refunds for government funded training activity must be in accordance with the *Vocational Education, Training and Employment Regulation 2000*. All refunds for non-government training activity must at a minimum be in accordance with the *TAFE Queensland Student Refund Policy*.

Part 5A of the *Vocational Education, Training and Employment Regulation 2000* prescribes the conditions under which fees and charges for programs may be exempt or refunded and the TAFE QLD Student Refund Procedure states the methodology for issuing refunds. However in some cases the regulation does not prescribe a remedy to a systems event that creates a debit or credit balance on a student account.

2.0 Important Information

2.1 Refunds may only be made in the following circumstances:

- The customer's or student's credit balance relates to an overpayment, a credit note, a refundable deposit, bond or similar transaction;
- The reason for the refund must be legitimate;
- Refunds may be made via cash, cheque or credit facilities;
- A refund cannot be made to correct an erroneous entry for nominal amounts. Such transactions can only be undertaken through the issuing of a Credit or Debit Note;
- Can only be made from the Accounts Receivable section in Finance Branch for SAP debtors or from the Institute ISAS debtors;
- Refunds are not to be made automatically for all customers or students with a credit balance. Each refund will be made having regard to all the relevant circumstances and individually entered into the Accounts Receivable system;
- Credit balances may be offset against ongoing business at the request of the customer but refunds must not be made where the debtor has an overdue account;
- A delegated officer shall not refund material fees and other charges that are considered to be supplied to and/or used by the student.

3.0 Program Related Fee Refunds – Fees shall not be refunded outside of these conditions

3.1 Government Funded Programs (All programs with a VRG component)

3.1.1. A Registrar may apply to the Faculty Director for a full refund of fees (including material fees) paid for a class or program in the following circumstances and the Faculty Director shall decide if the refund is to be granted:

- A program is cancelled;
- A student cancels enrolment before the commencement of classes.

3.1.2. A student may apply to the relevant Registrar for a refund in the following circumstances by submitting supporting documentation. The Faculty Director shall decide if the refund is to be granted:

- The student accepts a place offered through the Queensland Tertiary Admissions Centre (QTAC);
- The student suffers an illness or injury preventing the student from completing the subject;
- Exceptional circumstances prevent the student from **completing the subject** (refer to 8.0 & 9.0). This would include Defence Reservists;

- The student has received a cross credit or academic exemption for competencies since enrolling into a program and applied within the appropriate timeframe.

3.1.3. A Registrar may apply to the **Faculty Director** for a refund in the following circumstances and the **Faculty Director** shall decide if a refund is to be granted:

- Where a change of enrolment alters an account balance;
- The delivery of the program was affected by unforeseen circumstances and did not provide the expected educational outcome.

3.1.4. A Team Leader may apply to the Manager, Student Administration to refund a credit balance that relates to an overpayment, a credit note, a refundable deposit or similar transaction. The Manager, Student Services shall decide if a refund over \$500 is to be approved.

NOTE: Refund request forms ([QF117](#) or [QF118](#)) shall be used for all refund processing for domestic students. International students requesting a refund need to complete an International Student Refund Request Form- [QF217](#). Refunds amounts will not include materials fees when it is confirmed the materials fee has been used to purchase program related resources. A \$10 Administration charge shall be applied in accordance with the TAFE Qld Student Refund Procedure.

3.2 Non Government Funded Programs (FFS including International and Corporate Sales) – Fees shall not be refunded outside of these conditions

3.2.1. A Registrar shall apply to the **Faculty Director** for a full refund of fees (including material fees) paid for the class or program in the following circumstances and the Faculty Director shall decide if the refund is to be granted:

- A program is cancelled;
- A student cancels enrolment on or before the Census Date.

3.2.2. A student may apply to the Registrar for a refund in the following circumstances by submitting supporting documentation and the Faculty Director shall decide if the refund is to be granted:

- The student suffers an illness or injury preventing the student from completing the subject;
- Exceptional circumstances prevent the student from completing the subject (refer to 8.0 & 9.0). This would include Defence Reservists.

3.2.3. A Registrar may apply to the Faculty Director for a refund in the following circumstances and the Faculty Director shall decide if a refund is to be granted:

- A change of enrolment alters an account balance;
- The delivery of the program was affected by unforeseen circumstances and did not provide the expected educational outcome.

3.2.4. With reference to the *Education Services for Overseas Students Act 2000*, the Manager, International Sales may apply to the Director, Market and Business Development for a refund in the following circumstances. The **Director, Market and Business Development** shall decide if the refund is to be granted:

- The enrolment offer is withdrawn;
- A change of enrolment alters an account balance;
- A Student visa application is unsuccessful;
- Exceptional circumstances prevent the student from completing the subject (refer to 8.0 & 9.0);
- The student suffers an illness or injury preventing the student from completing the subject;
- A student withdraws 28 days before the commencement of study;
- The delivery of the program was affected by unforeseen circumstances and did not provide the expected educational outcome.

3.2.5. A Team Leader may apply to the Manager, Student Administration to refund a credit balance that relates to an overpayment, a credit note, a refundable deposit or similar transaction. The Manager, Student Services shall determine if a refund over \$500 is to be approved.

3.2.6. The Manager, Corporate Sales may apply to the Director, Market and Business Development for a refund in the following circumstances. The Director, Market and Business Development shall decide if the refund is to be granted:

- A student cancels enrolment before the commencement of classes
- A student enrolled in an employer reserved/restricted access arrangement cancels enrolment on or before the Census Date.
- The program is cancelled or withdrawn;
- A change of enrolment alters an account balance;
- The delivery of the program was affected by unforeseen circumstances and did not provide the expected educational outcome.

NOTE: Refund request forms ([QF117](#) or [QF118](#)) shall be used for all refund processing for domestic students. International students requesting a refund need to complete an International Student Refund Request Form-[QF217](#). Refund amounts will not include materials fees when it is confirmed the materials fee has been used to purchase program related resources. A \$10 Administration charge shall be applied in accordance with the TAFE Qld Student Refund Procedure for domestic students. Refund charges for international students are listed in 'International Student Terms and Conditions of Enrolment' [QF709](#).

4.0 Non-Program Related Refunds

4.1 A Librarian / Library employee may apply to the Manager of Library Services to refund a credit balance that relates to a payment for outstanding library books, where the outstanding library book fees were paid and books are returned after payment has been collected.

4.2 The Manager of Library Services shall determine if a refund is to be approved; ensuring the fee reversal for the books has been completed

4.3 A student may apply to the Strategic Marketing Manager for a refund that relates to payment for Graduation registration in the following circumstances by submitting supporting documentation and the Strategic Marketing Manager shall decide if the refund is to be granted:

- The student suffers an illness or injury preventing the student from attending Graduation;
- Exceptional circumstances prevent the student from attending Graduation (refer to 8.0 & 9.0). This would include Defence Reservists.

4.4 A student or member of the public may apply to the Manager Student Administration to refund fees that are associated with the Institute gym. Applications must be accompanied with a written endorsement from the Gym Manager. The Manager, Student Services shall determine if a refund over \$500 is to be approved.

4.5 A student or member of the public may apply to the Manager Student Administration to refund fees that are associated with the Beauty Clinic. Applications must be accompanied with a written endorsement from the Head of School of Beauty and Recreation. The Manager, Student Services shall determine if a refund over \$500 is to be approved.

5.0 Fee Exemptions

Student administration applies fee exemptions at the time of enrolment using ISAS waiver codes (see Appendix A). These codes are preset in ISAS to comply with the relevant legislation and policy directives of DETA. Fee exemptions are conditional upon the student meeting relevant criteria and generally fall under one of the following circumstances:

- A student who is eligible for exemption and provides evidence of eligibility such as an ATSI; prisoner; holders of veterans' affairs, health care or pension concession cards at the time of enrolment;
- A student who undertakes a program as part of the student's secondary education and was or will be under 18 years of age at the end of February in the year in which the study is taken;
- A student who is a staff member of the institute and is completing professional development and has approval from the Executive Officer;

- A student who has Extreme Financial Hardship – refer to the SBIT Procedure No. [5008](#) – Student Fee Exemption (Extreme Financial Hardship);
- A student who has not completed year 12 and was or will be under 17 at the end of February in the year in which the program is taken;
- A student who is studying a specific English Language Program which has waiver instructions on the Enrolment Selection Form;
- A student who has been approved for a study scholarship with an approved scholarship waiver.

NOTE: Fee exemptions can only be applied by suitably trained officers in accordance with enrolment procedures. Where a fee exemption falls outside of the prescribed conditions, advice should be sought from the Manager of Student Administration.

6.0 Write-off

A write-off is not a form of exemption or refund. It occurs when an outstanding debt is removed from the relevant ISAS journal however the debt remains payable.

A write-off can only occur with approval of the **Chief Financial Officer** when all efforts to secure payment for the debt have failed. The Delegated Officer can only approve the write-off when all the following criteria are satisfied:

- The account balance has been confirmed;
- All avenues to secure full payment have been exhausted;
- Legal proceedings have failed to determine responsibility for the debt;
- The Institute Collection Agency has returned the account as unsuccessful for current contact details and/or uneconomical to pursue further.

7.0 Systems Administration

7.1 In the case where a change of enrolment is approved and the student has outstanding fees on a payment plan, the payment plan should be revoked and re-instated or fees removed.

7.2 In the event of a defined systems configuration error or a user error, the student account shall be rectified to show the correct balance.

8.0 What Exceptional Circumstances are Accepted

Each application will be examined and determined on its merits. As a general guide exceptional circumstances include those that:

- Are beyond your control, i.e. a situation that occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal

AND

- Does not make its full impact on you until on or after the commencement of study, i.e. your circumstances occur:
 - a) Before the start of study, but worsen after that day
 - b) Before the start of study, but the full effect or magnitude does not become apparent until on or after that day
 - c) On or after the start of study

AND

- Make it impracticable for you to complete the unit of study requirements i.e.:
 - a) Undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet your compulsory unit/ course of study requirements
 - b) Complete the required assessable work
 - c) Sit the required examinations, or complete any other unit/ course of study requirements

9.0 Exceptional Circumstances may include:

9.1 Medical reasons – where your medical condition existed prior to the commencement of study, continued past that date and deteriorated to the extent that you are unable to continue your studies OR your medical condition only became known after you commenced your studies.

Example 1. You contract an illness prior to you commencing your studies. Your illness continues past this date and deteriorates to the extent that you are unable to continue with your studies

Example 2. Your medical condition only becomes apparent to you commencing your studies and the effects are sufficiently serious that it is impracticable for you to complete the unit of study requirements and continue with your studies

9.2 Family/ personal reasons – due to unforeseen personal/ family reasons that are beyond your control, you are unable to continue with your studies.

Example 1. A member of your family suffers from a severe medical condition that required you to provide full time care and as a result you are unable to continue with your studies

Example 2. A member of your family or close friend dies and you are affected to the extent that you are unable to continue with your studies

Example 3. You or your family's financial circumstances change unexpectedly to the extent that you are unable to continue with your studies

9.3 Employment related reasons – where your employment status or employment arrangements change unexpectedly due to circumstances beyond your control and you are unable to complete your studies.

Example 1. You are engaged in employment out of necessity and studying. Your employer unexpectedly increases your hours of employment in circumstances where you are unable to object. As a result you are unable to continue with your studies or complete your unit of study requirements.

Example 2. You are engaged in employment out of necessity and studying. After you commence your studies the employer directs that you be transferred to a different State. Your unit of study is not available to be done via distance education and as a result you are unable to continue with your studies or complete your unit of study requirements.

Glossary of Terms/Definitions

Terms	Definitions
Administration Date	Under FEE-HELP and VET FEE-HELP provisions, Providers may set an earlier date than the Census Date (see below), called an 'Administration Date' for a unit of study. If students do not meet this earlier date, Providers may charge students a late fee or financial penalty for that unit of study, providing the fine or penalty is imposed principally as a disincentive and not in order to raise revenue or cover administrative costs. This must not disadvantage students as outlined in the fairness provisions of the <i>Provider Guidelines</i> .
Census Date	SBIT are required to set a Census date for each VET unit of study which it offers that will be available for VET FEE-HELP assistance. This is the last date that a student can submit a Request for VET FEE-HELP Assistance form for VET units of study for which the student wishes to obtain VET FEE-HELP assistance. Once the Census date has passed, the student incurs a debt to the Australian Government. The Census date is also the last date that a student can withdraw from a VET unit of study without incurring a debt to the

	Australian Government.
Class	In broad terms a collection of one or more Courses being delivered to one or more groups of students for a given time period. (e.g. 30 students enrolled to Produce Pastry for a single semester. In systemic terms, a Class within ISAS is the unique number to which a student enrolls in order to become exposed to a given Course or collection of Courses.
Employer Reserved Place	An agreement entered into between SBIT and an employer or industry body for the provision of a Higher Education course of study or places in a course of study in which enrolment is limited or restricted to employees of the employer or industry body
Executive Officer	Institute Director and CEO or delegate
Fee exemption	A full or part concession
Fee Waiver	An ISAS business term used in ISAS business processes
FEE-HELP	FEE-HELP is a Federal Government loan scheme that assists eligible students to pay their Higher Education tuition fees. That is, for courses at the level of Associate Degree or Degree.
FFS	Fee for service courses for which most or all of the cost is borne by the student or a person or organisation on behalf of the student.
Materials fee	Materials fee applies to items ordered for or supplied to the student for the purpose of completing the program. Examples include textbooks, software, hard drives, USB devices, uniforms and chemicals.
Payment Plan	An agreement to pay fees in instalments over a predetermined timeframe
Price Leveraged	The practise of using different fund sources across a training activity
Refund	Any payment method that returns the partial or full original payment to the payer.
Registrar	Faculty Registrar is responsible for delivery of all administration functions across the relevant Faculty
Restricted Access Arrangement	An agreement entered into between a Provider and an employer or industry body for the provision of a course(s) or places in a course(s) in which enrolment is limited or restricted to employees of the employer or industry body.
Supporting documentation	Where supporting documentation is required, the evidence shall be relevant to the circumstance, such as a QTAC acceptance letter, a medical certificate, letter from a student counsellor or solicitor.
VET FEE-HELP	VET FEE-HELP is a Federal Government loan scheme that assists eligible students to pay their VET tuition fees. That is, for courses at the level of VET diploma, advanced diploma, vocational graduate certificate or vocational graduate diploma.
VRG	VET Revenue General
Write-off	Outstanding debt that is removed from ISAS journals however the debt remains payable

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
16/04/2009	Final	Initial document	Manager, Student Services	01
12/11/2009	Final	Update VET FEE-HELP requirements	Manager, Student Administration/ FEE-HELP & Scholarship	02

			Coordinator/ Business Planning and Policy Officer	
24/12/2010	Final	Update administration fee	Manager, Student Administration/Business Planning and Policy Officer	03
08/04/2011	Final	Addition of sections 8.0 & 9.0. Inclusion of Appendix A. Update policy & legislation links. Change to new policy template	Manager, Student Administration	04
28/08/2011	Final	Changes according to latest Financial Delegations	Manager, Student Administration	5.0

Distribution

This policy must be distributed to all:

- SBIT Directors
- Faculty Directors
- Head of Schools
- Administration Managers
- Team Leaders

APPENDIX A**ISAS Fee Waiver Codes**

Valid Value Code	Description	Applied Meaning
AAID	AusAid Discount	AusAid Waiver for International Students 5%
ADALL	Admin Fee All Accounts	100% SCF, GEN, AMN and TUT fees Note: For SBI ONLY to waive the admin Fee SCF, AMN & TUT
ADM	Admin Fee Waiver	100% GEN Fees only Note: For SBI ONLY to waive the Admin Fee
AMEP	AMEP Waiver	Adult Migrant Education Program Waiver 100% (WX fund source only)
ATSI	Aboriginal & Torres Strait 75% TUT	Aboriginal and Torres Strait Island Descent 75%
ATS60	Aboriginal Torres St 60% SCF	Aboriginal and Torres Strait Island Descent 60% Student Contribution Fee
CONV	Conversion Waiver	Conversion Waiver 100%
CVET	Communities - VET Partnership Initiative	100% Student Contribution/Amenities and Tuition for Mainstream
DVA60	Dept of Veterans Aff 60 % SCF Blue Card Only	Department of Veterans Affairs Waiver 60% for Student Contribution Fee DVA Blue cards are the same as Centrelink Pensioner Concession cards and will be treated the same. The Gold and White cards do not provide entitlement to fee concessions. However, Gold card holders may be able to claim reimbursement from DVA themselves if the particular course is connected with their treatment. This is for the individual student to follow up.
FCEIL	Fee Ceiling	The waiver is to be used specifically for manual adjustments to pre-1/8/08 enrolments where fee ceiling waivers have adjusted and not re-applied to the account.
FFS5	FFS Discount 5%	Fee for Service Discount 5%
FFSPD	FFS Professional Development	100% Tuition and Materials for FFS fund sources for Professional Development
FH00	Financial Hardship 100%	Financial Hardship 100% discount
FH10	Financial Hardship 10%	Financial Hardship 10% discount
FH15	Financial Hardship 15%	Financial Hardship 15% discount
FH25	Financial Hardship 25%	Financial Hardship 25% discount
FH50	Financial Hardship 50%	Financial Hardship 50% discount
FH75	Financial Hardship 75%	Financial Hardship 75% discount
FS10	FFS Discount 10%	Fee for Service Discount 10%
FS15	FFS Discount 15%	Fee for Service Discount 15%
HCC60	Health Care Card 60% SCF	Health Care Card Waiver 60% Student Contribution Fee
HSN	High Support Needs 100%	This is used for the 100% waiver of Mainstream fees for students with High Special Needs
LSALL	U/C 15051 Learn Support	100% Student Contribution/Tuition fees waived. Used for learning support for user choice students. Note: This waiver applies to User Choice fund sources only.
LSTUT	Learn Support 100% Tut Wvr	100% tuition waiver. Used for learning support/literacy & numeracy. Note: This waiver applies to all mainstream fund sources.
NL100	Voc Lit & Num 100% SCF	100% Student Contribution Fee
NL80	Voc Lit & Num 80% SCF	80% Student Contribution Fee

PCC60	Pension Concession Card 60% SCF	Pensioner Concession Card Waiver 60% Student Contribution Fee
PD	Professional Development	Professional Development for TAFE Staff 100% (mainstream and user choice)
PD50	Prof Development 50%	50% for Professional Development for Mainstream, User Choice and FFS
PDM	Prof Development (inc Mat)	Professional Development for TAFE Staff (including materials) 100% (mainstream and user choice)
PFH	Prisoner Fin Hardship 75% TUT	75% Tuition Only from Mainstream fund sources
PFH50	Prisoner Fin Hardship 60% SCF	60% Student Contribution Fee
QSA	QSA Students 100% Waiver	In specific cases QSA students can be granted a 100% waiver. (not available as a web option)
QSP	QLD Skills Plan 100%	100% All Accounts for Qld Skills Plan
RPL	RPL Child Care Strategy	RPL Child Care Strategy Waiver 100%
SAC	School Aged Care (T&A), SCF	100% AMN and TUT
SCFW	Student Contribution 100%	100% Student Contribution Fee
SCH	Scholarships	100% SCF, GEN, TUT and MAT fees. Note: For SBI only for SBI Scholarships
SCH1	Scholarship Waiver	100% SCF, GEN, TUT and MAT Note: For GLC ONLY for GLC Scholarships
SCHL	School Based App/Train 75% TUT	75% Tuition only for school based students
SFSCH	Skills First – Scholarship 100%	100% SCF, AMN & TUT fees for Fund Sources S1, SD, SF, SQ & SR
UC100	100% User Choice	100% User Choice fees are waived. To waive Cert 1 & Cert II fees for continuing students. From 2007 terms on.
U17	Under 17 Discount 75% TUT	75% waiver for Tuition.
U1760	Under 17 Discount 60% SCF	60% waiver for Student Contribution Fee
U1860	Under 18 Discount 60% SCF	60% waiver for Student Contribution Fee