

# Refund Policy for Domestic Students in VET FEE Help Enabled Courses



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## Policy Information

<b>Purpose:</b>	The purpose of this policy is to provide a set of guidelines and rules outlining a student's obligations and rights with respect to withdrawal from TAFE Queensland Gold Coast VET units of study, particularly in relation to refunds and incurring VET FEE-HELP debts.
<b>Scope:</b>	This policy applies to all domestic students (i.e. all students except international students on a study visa) enrolled in VET units of study at TAFE Queensland Gold Coast.
<b>Policy Owner:</b>	Owner: Director, Finance, Procurement, ICT and Compliance
<b>Related policies and legislation:</b>	<ul style="list-style-type: none"> <li>▪ <a href="#">Higher Education Support Act 2003</a> (HESA)</li> <li>▪ <a href="#">VET Guidelines 2013</a></li> <li>▪ <a href="#">VET Administration Information for Providers</a></li> <li>▪ <a href="#">POL-043 – VET FEE-HELP Refund Policy</a></li> <li>▪ <a href="#">POL-044 – Student Review Policy for Re-crediting a VET FEE-HELP Balance</a></li> </ul>
<b>Internal procedures guided by this policy:</b>	<a href="#">WI-273 VET FEE-HELP Enrolments and Withdrawals</a>

## Glossary of Terms / Definitions

Terms	Definitions
<b>Census Date</b>	As a VET Provider TAFE Queensland Gold Coast is 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 <i>Request for VET FEE-HELP Assistance</i> form for VET units of study for which the student wishes to obtain VET FEE-HELP assistance. The census date is also the last date that a student can withdraw from a VET unit of study without penalty. Once the census date has passed, the student will incur a VET FEE-HELP debt to the Australian Government and/or the student will not be entitled to a refund, except in accordance with POL-044 Student Review Policy for Re-crediting a VET FEE-HELP Balance.
<b>Administration Date</b>	Under the provisions of HESA, VET Providers may set an earlier date than the Census Date, called an 'Administration Date' for a unit of study. Providers sometime set this earlier date as the deadline for the submission of the <i>Request for VET FEE-HELP Assistance</i> form and the payment of any up-front tuition fees. If students do not meet this earlier date, VET 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. It is the responsibility of students to check whether their provider has set the Census Date, or an earlier Administration Date, as the deadline for submitting a <i>Request for VET FEE-HELP Assistance</i> form and the payment of tuition fees.
<b>Withdrawal Date</b>	VET Providers may also set a 'Withdrawal Date' for a unit of study after the Census date, after which students who withdraw from the unit may receive an academic penalty, i.e. a fail grade. However, an earlier administrative or withdrawal date does not override the census date in terms of students incurring a liability for a unit of study.
<b>Request for VET FEE-HELP assistance</b>	The form that must be completed in order for a student to apply for VET FEE-HELP assistance for VET units of study offered by a VET Provider.
<b>Student</b>	A person who is enrolled or seeking to enrol in a VET program of study with TAFE Queensland Gold Coast
<b>Tuition fee</b>	The fee published by a VET Provider to undertake a VET unit of study.
<b>VET</b>	Vocational Education and Training.

Terms	Definitions
<b>VET FEE-HELP</b>	A Commonwealth Government loan scheme which assists eligible students to pay their tuition fees, and can cover all or part of the student's tuition fees for VET units of study which form part of a VET program of study undertaken with a Registered Training Organisation that is approved as a VET Provider under the HESA.
<b>VET Provider</b>	A Registered Training Organisation that is approved under the HESA to offer VET FEE-HELP assistance to its eligible students.
<b>VET program of study</b>	A structured program of education consisting of one or more VET units of study leading to the award of VET Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma or, for the purposes of the <a href="#">Certificate IV trial</a> , leading to one of the Certificates IV nominated for VET FEE-HELP in Queensland
<b>VET unit of study</b>	A subject or unit that a person may undertake with a VET Provider which forms part of a VET program of study.

## Policy

### 1.0 Key Dates

#### 1.1 Census date

TAFE Queensland Gold Coast will set a census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study.

TAFE Queensland Gold Coast will ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines.

#### 1.2 Administration Date

TAFE Queensland Gold Coast may choose to set an Administration Date as the date by which students are required to pay their tuition fees or lodge a *Request for VET FEE-HELP Assistance* form. If TAFE Queensland Gold Coast set and publishes an Administration Date for units of study it will be exactly fourteen (14) days after the commencement of study each semester.

An administration fee will be applied to students who pay their tuition fees or lodge a *Request for VET FEE-HELP Assistance* form for units of study after the Administration Date.

#### 1.3 Withdrawal Date

TAFE Queensland Gold Coast may choose to set a Withdrawal Date for a unit of study after the census date. If TAFE Queensland Gold Coast set and publishes a Withdrawal Date for units of study it will be exactly fourteen (14) days after the census date each semester. Notification of withdrawal must be received in writing by TAFE Queensland Gold Coast from the applicant, and withdrawals after the Withdrawal Date may receive an academic penalty (i.e. a fail grade). Withdrawals after the census date will incur a VET FEE-HELP debt for that unit of study.

An administration fee will be applied to students who withdraw from units of study after the Withdrawal Date

### 2.0 Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are Australian citizens or permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study enrolled in a VET FEE-HELP enabled course offered by TAFE Queensland Gold Coast.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

### 3.0 Refunds – students who are not eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are permanent residents (who are not permanent humanitarian visa holders resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET FEE-HELP enabled course offered by TAFE Queensland Gold Coast.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

#### 4.0 Administration Fee

Despite the re-credit provision described in 2.0, VET Providers are entitled to charge an administration fee in circumstances where a student pays their tuition fees or lodges their *Request for VET FEE-HELP Assistance* form after the Administrative Date or withdraws from a unit of study after the Withdrawal Date.

The [HESA](#) provides for the charging of a fine or penalty by a VET Provider. TAFE Queensland Gold Coast administer this in the form of an administration fee. This fee may only be imposed as a disincentive, and not for the purpose of raising revenue or covering costs.

Accordingly, TAFE Queensland Gold Coast may charge a student an administration fee if the student withdraws from a unit/s of study or change their enrolment by dropping unit/s if the student does so after the first 14 days following the commencement of study.

#### 5.0 Withdrawal from Units of Study or Change of Enrolment

A student may at any time during a semester, cancel enrolment for the semester or amend it by withdrawing from one or more units of study previously included in it. Notification of withdrawal from unit/s of study needs to be received in writing by the Customer Service Unit.

If a student, before the census date, wishes to change their enrolment from that of a state subsidised VET program of study to instead request VET FEE-HELP assistance, they must first make an appointment to discuss the change of enrolment request with the relevant Operations Manager in the Faculty for which they are enrolled.

However, the cancellation of enrolment may be subject to an administration fee or liability as follows:

- Withdrawal from units of study or change of enrolment after the commencement of study but before the census date:
  - No administration fee
- Withdrawal from units of study or change of enrolment after the Administration Date but before the Census Date which results in tuition fees or a lodgement of a Request for VET FEE-HELP Assistance form for units of study after the Administration Date:
  - An administration fee will apply if TAFE Queensland Gold Coast has set and published an Administration Date.
- Withdrawal from units of study or change of enrolment after the Census Date:
  - Financial liability to the Commonwealth Government.
- Withdrawal from units of study or change of enrolment after the Withdrawal Date:
  - An administration fee will apply if TAFE Queensland Gold Coast has set and published a Withdrawal Date.

#### 5.0 Payment of refunds

Refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.

#### 6.0 Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

#### 7.0 Publication

This refund policy will be made available to students and persons seeking to enrol with TAFE Queensland Gold Coast by publication on the TAFE Queensland Gold Coast internet website <http://tafegoldcoast.edu.au/>