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1. PURPOSE

To specify the conditions under which the TAFE Queensland Gold Coast will apply the TAFE Queensland Student Refund Policy and to specify the conditions under which TAFE Queensland Gold Coast may apply a refund.

TAFE Queensland Gold Coast will apply this refund policy consistently and fairly across all affected students enrolled at TAFE Queensland Gold Coast.

2. SCOPE

This policy is applicable to:

- Individual students for fees and charges of training programs or courses and any third party or guarantor responsible for student's fees and charges for training programs or courses.

This policy does not apply to:

- The delivery of training to Corporate Business Entities where the corporate entity pays for the training;
- Overseas Students; or
- Students enrolled in a VET Fee-HELP enabled course.

3. POLICY

Requests for Refund

Applicants requesting a refund should be made aware that the request for refund [FM-400 Refund Request](#) form offers options on the method of payment of the refund and also to whom the refund should be made payable to.

Once issued, refund cheques will require written authority from the student before a new cheque can be re-issued in another person's or organisation's name or alternatively the student will need to endorse the original refund cheque

3.1 Government Funded Courses

3.1.1 Refund if course cancelled by General Manager

If the General Manager cancels a government funded course before it starts, the General Manager must refund the fees paid for the course.

3.1.2 Refund if enrolment cancelled before course starts

If a student cancels enrolment in a government funded course before it starts, the General Manager must refund the fees the student paid for the course after deducting an administration charge for all courses cancelled at the same time.

This section does not apply if a tuition or student services fee payable on the cancelled enrolment must be applied to reduce the fees payable on a later enrolment.

3.1.3 Refund after government funded course starts

If a student cancels enrolment in a government funded course after it starts:

- a the General Manager shall not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have commenced
- b the General Manager shall not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced

- c the General Manager must cancel any future course enrolment/s and refund fees paid in advance in respect of those future course enrolment/s for class/es that have not commenced and
- d the General Manager shall cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.

However, if any of the following events occur while a student is undertaking a government funded course, the student may apply to the General Manager for a full or partial refund of the fees paid for the course if:

- a the student accepts a place offered through the Queensland Tertiary Admissions Centre (QTAC)
- b the student suffers an illness or injury preventing the student from completing the course
- c exceptional circumstances prevent the student from completing the course.

The student must apply in the approved form before the assessment for the course ends.

All applications for refund shall be supported by relevant supporting documentation.

Note: See definitions section for further detail pertaining to supporting documentation.

The General Manager may refund the fees after deducting an administration charge for all courses to which the application relates.

3.1.4 Refund if academic exemption received

If a student has received an academic exemption from a government-funded course since enrolling in it, the student may apply to the General Manager for a refund of fees for the course.

The student must apply in the approved form within five (5) weeks after the course starts.

3.1.5 Refund if re-evaluation successful

The General Manager must refund the fee for re-evaluation of a student's result in a government-funded course to the student if the student's result is upgraded to a result of competent or an equivalent result.

3.1.6 Material Fees and Other Charges

The General Manager shall not refund material fees and other charges that are considered to be supplied to and/or used by the student.

3.1.7 Fee adjustment for certain transfers and cancellations of enrolment in government funded courses

This section applies if a student is enrolled in a government funded course at a TAFE Queensland Region:

- a transfers the enrolment to substantially the same course at another TAFE Queensland Region or
- b cancels the enrolment and enrolls in another course at the same TAFE Queensland Region no later than two (2) weeks after the start of the cancelled course.

Any tuition or student services fee payable on the original or cancelled enrolment must be applied to reduce the total amount of tuition and student services fees payable on the later enrolment.

Any balance of the tuition and student fees paid on the original or cancelled enrolment must be refunded.

3.1.8 Refused applications for refunds

If a person's application for a refund has been refused, TAFE Queensland Gold Coast must give the person written notice of the reasons for refusal.

The person may, within fourteen (14) days after written notice is given, apply to the General Manager for a reconsideration of the refusal.

The refusal must be reconsidered by a staff member more senior than the staff member who refused the original application.

3.2 Tailored Solutions (i.e. non-accredited) Courses

3.2.1 Refund if a Tailored Solutions course is cancelled by General Manager

If the General Manager cancels a Tailored Solutions course before it starts, the General Manager must refund the fees paid for the course.

3.2.2 Refund if enrolment cancelled before Tailored Solutions course starts

If a student cancels enrolment in a Tailored Solutions course no later than two (2) days before the course starts, the General Manager must refund the fees the student paid for the course after deducting the enrolment fee for the course.

There is no refund for a Tailored Solutions course unless the enrolment is cancelled no later than two (2) days before the course starts.

This section does not apply if a tuition or student services fee payable on the cancelled enrolment must be applied to reduce the fees payable on a later enrolment.

3.2.3 Material Fees and Other Charges for a Tailored Solutions course

The General Manager shall not refund material fees and other charges that are considered to be supplied to and/or used by the student.

There is no refund for material fees and other charges for a Tailored Solutions course unless the enrolment is cancelled no later than two (2) days before the course starts.

3.2.4 Refused applications for refunds

If a person's application for a refund for a Tailored Solutions course is refused, TAFE Queensland Gold Coast must give the person written notice of the reasons for refusal.

The person may, within fourteen (14) days after written notice is given, apply to the General Manager for a reconsideration of the refusal.

The refusal must be reconsidered by a staff member more senior than the staff member who refused the original application.

3.3 Non-Government Funded (Full Fee for Service or FFS) Courses

3.3.1 Refund if course cancelled by Director

If the General Manager cancels a non-government funded/FFS course before it starts, the General Manager must refund the fees paid for the course.

3.3.2 Refund if enrolment cancelled before course starts

If a student cancels enrolment in a non government funded/FFS course before it starts, the General Manager must refund the fees the student paid for the course after deducting an administration charge for all courses cancelled at the same time.

This section does not apply if a tuition or student services fee payable on the cancelled enrolment must be applied to reduce the fees payable on a later enrolment.

3.3.3 Refund if enrolment cancelled after course starts

If a student cancels enrolment in a non government funded/FFS course after it starts:

- a the General Manager shall not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have commenced
- b the General Manager shall not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced
- c the General Manager must cancel any future course enrolment/s and refund fees paid in advance in respect of those future course enrolment/s for class/es that have not commenced and
- d the General Manager shall cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.

However, if any of the following events occur while a student is undertaking a non government funded/FFS course, the student may apply to the General Manager for a full or partial refund of the fees paid for the course if:

- a the student accepts a place offered through the Queensland Tertiary Admissions Centre (QTAC)

- b the student suffers an illness or injury preventing the student from completing the course
- c exceptional circumstances prevent the student from completing the course.

The student must apply in the approved form before the assessment for the course ends.

All applications for refund shall be supported by relevant supporting documentation.

Note: See definitions section for further detail pertaining to supporting documentation.

The General Manager may refund the fees after deducting an administration charge for all courses to which the application relates.

3.3.4 Deemed start date for courses with no defined course or program start date

For the purposes of Section 3.3.2 and 3.3.3, where TAFE Queensland Gold Coast offers a training course or program for which there is not a timetabled start date, the start date for the training course or program will be deemed to have a start date two weeks from the date of enrolment by the student.

3.3.5 Refund if academic exemption received

If a student has received an academic exemption from a non government funded/FFS course since enrolling in it, the student may apply to the General Manager for a refund of fees for the course.

The student must apply in the approved form within five (5) weeks after the course starts.

3.3.6 Refund if re-evaluation successful

The General Manager must refund the fee for re-evaluation of a student's result in a non government funded/FFS course to the student if the student's result is upgraded to a result of competent or an equivalent result.

3.3.6 Material Fees and Other Charges

The General Manager shall not refund material fees and other charges that are considered to be supplied to and/or used by the student.

3.3.7 Fee adjustment for certain transfers and cancellations of enrolment in non government funded / Fee For Service (FFS) courses

This section applies if a student enrolled in a non government funded/FFS course at a TAFE Queensland Region:

- a transfers the enrolment to substantially the same course at another TAFE Queensland Region or
- b cancels the enrolment and enrolls in another course at the same TAFE Queensland Region no later than two (2) weeks after the start of the cancelled course.

Any tuition or student services fee payable on the original or cancelled enrolment must be applied to reduce the total amount of tuition and student services fees payable on the later enrolment.

Any balance of the tuition and student fees paid on the original or cancelled enrolment must be refunded.

3.3.8 Refused applications for refunds

If a person's application for a refund is refused, TAFE Queensland Gold Coast must give the person written notice of the reasons for refusal.

The person may, within fourteen (14) days after written notice is given, apply to the General Manager for a reconsideration of the refusal.

The refusal must be reconsidered by a staff member more senior than the staff member who refused the original application.

3.4 Price Leveraged Training Program including government and non government funded Courses, Services and/or Resource Charges

A “price leveraged” training program is one that combines government and non government/FFS funded courses, services and/or resource charges.

3.4.1 Refund if training program cancelled by General Manager

If the General Manager cancels a price leveraged training program before it starts, the General Manager must refund the fees paid for the training program.

3.4.2 Refund if enrolment cancelled before training program starts

If a student cancels enrolment in a price leveraged training program before it starts, the General Manager must refund the fees the student paid for the training program, (including any course, service and/or resource charge/s) after deducting an administration charge for all components of the training program and those courses cancelled at the same time.

This section does not apply if a tuition or student services fee payable on the cancelled enrolment must be applied to reduce the fees payable on a later enrolment.

3.4.3 Refund after price leveraged training program starts

If a student cancels enrolment in a price leveraged training program after it starts:

- a the General Manager shall not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for class/es that have commenced
- b the General Manager shall not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for class/es that have commenced
- c the General Manager must cancel any future course enrolment/s and refund fees paid in advance in respect of those future course enrolment/s for class/es that have not commenced and
- d the General Manager shall cancel any future payments due in respect of any future course enrolment/s for class/es that have not commenced.

However, if any of the following events occur while a student is undertaking a price leveraged training program, the student may apply to the General Manager for a full or partial refund of the fees paid for the training program if:

- a the student accepts a place offered through the Queensland Tertiary Admissions Centre (QTAC)
- b the student suffers an illness or injury preventing the student from completing the course
- c exceptional circumstances prevent the student from completing the course.

The student must apply in the approved form before the assessment for the course ends.

All applications for refund shall be supported by relevant supporting documentation.

Note: See definitions section for further detail pertaining to supporting documentation.

The General Manager may refund the fees after deducting an administration charge for all courses to which the application relates.

3.4.4 Refund if academic exemption received

If a student has received an academic exemption from any course of a price leveraged training program since enrolling in it, the student may apply to the General Manager for a refund of fees for the course.

The student must apply in the approved form within five (5) weeks after the course starts.

3.4.5 Refund if re-evaluation successful

The General Manager must refund the fee for re-evaluation of a student’s result in a course of a price leveraged training program to the student if the student’s result is upgraded to a result of competent or an equivalent result.

3.4.6 Material Fees and Other Charges

The General Manager shall not refund material fees and other charges that are considered to be supplied to and/or used by the student.

3.4.7 Fee adjustment for certain transfers and cancellations of enrolment in price leveraged training program

This section applies if a student enrolled in a price leveraged training program at a TAFE Queensland Region:

- a transfers the enrolment to substantially the same price leveraged training program at another TAFE Queensland Region or
- b cancels the enrolment and enrolls in another price leveraged training program at the same TAFE Queensland Region no later than two (2) weeks after the start of the cancelled training program.

Any tuition or student services fee payable on the original or cancelled enrolment must be applied to reduce the total amount of tuition and student services fees payable on the later enrolment.

Any balance of the tuition and student fees paid on the original or cancelled enrolment must be refunded.

3.4.8 Refused applications for refunds

If a person's application for a refund is refused, TAFE Queensland Gold Coast must give the person written notice of the reasons for refusal.

The person may, within fourteen (14) days after written notice is given, apply to the General Manager for a reconsideration of the refusal.

The refusal must be reconsidered by a staff member more senior than the staff member who refused the original application.

4 DEFINITIONS

Academic exemption means the student holds a successful result in the same course from another registered training provider. It also means the student has successfully completed the same course, with a different code and name, however the course content is the same.

Administration charge – means AUD10

Assessment refers to the final piece of work related to the student obtaining a final result.

Corporate Business Entities have a defined training contract or agreement with TAFE Queensland Gold Coast to deliver a specific training program(s). The corporate client's contract or agreement will clearly state the negotiated refund clauses.

Course means unit of competency, subject or module that are part of a training package or curriculum document. A "course" forms part of a class in TAFE Queensland Gold Coasts Student Administration System (ISAS).

Material fees and/or kits refers to any materials or kits purchased by the student at the time of enrolment and may include, but not limited to, such items as T shirts, textbooks, instruments used for practical exercises conducted as part of the course, eg. Knives, musical instruments, hard disk drives etc. Materials also includes all uniforms either measured for, ordered by TAFE Queensland Gold Coastor supplied to the student.

Other services and/or resource charges is being used generically to refer to charges, for example Student Identification Card, Student Diary, Internet fees, Master Classes, External Costs (eg. Gymnasium membership cost) and/or library books.

Price leveraging refers to the practice of mixing funding sources across a training program or qualification by combining government funded with non government funded unit/s of competency (course/s), services and/or additional resource charges.

Re-evaluation means the student has requested a re-assessment, by a person other than the person who assessed them and deemed them not competent, for a component of a course or a course.

Supporting documentation refers to supporting evidence for the following circumstances:

- accepts a place offered through QTAC – student must provide a copy of their QTAC acceptance for the current year of enrolment
- suffers an illness or injury preventing the student from completing the course – student must provide a medical certificate or letter from a medical practitioner from a professional medical practice which clearly identifies:

- the student's full name
- the period of time and
- details of the medical condition or injury being claimed.
- Exceptional circumstances preventing the student from completing the course – student to provide a written statement detailing the circumstances and/or written support from a TAFE Queensland Gold Coast counsellor.

Training program means any combination of qualification/s, unit/s of competency (course/s), services and/or additional resource charges.

5 EFFECTIVE DATE

This policy will be effective to all refunds from 22 January 2014.

6 DELEGATIONS

The **General Manager** is responsible for the implementation of and ongoing compliance with this policy.

The Executive **Director of Studies, Director of Marketing and Directors of Faculty** are responsible for the communication and marketing of this policy to all students and staff.

Refer to the Finance Delegations for other delegated approvals by the Department of Education, Training and Employment and/or General Manager in relation to this policy.

7 RISK ANALYSIS AND MANAGEMENT

This policy is rated as a medium risk to TAFE Queensland Gold Coast in relation to the its ability to correctly and accurately determine when to apply a refund.

The major risk is that non compliance in the application and interpretation of the legislation, regulation or department and TAFE Queensland Gold Coast's policies may lead to situations where refunds are processed inappropriately.

8 RELATED DOCUMENTS

[FM-400 Refund Request](#)

9 LEGISLATION

- [Financial Accountability Act 2009](#) (Qld)
 - [Financial and Performance Management Standard 2009](#) (Qld)
 - [National Vocational Education and Training Regulator Act 2011](#) (Cth)

Other Related Documents

- [Standards for NVR Registered Training Organisations 2012](#) (SNRs)