

## **POLICY TITLE:** Refund Policy for Eligible Students enrolled in FEE-HELP Enabled Courses

---

### **Purpose**

This policy details the requirement under the *Higher Education Support Act 2003* for all eligible students enrolled in FEE-HELP enabled courses. It aims to provide a fair and transparent policy for students who withdraw from courses at Photography Studies College (Melbourne).

### **Policy**

This refund policy is applicable to all domestic students [irrespective of whether the students choose to access FEE-HELP for their tuition fees](#).

In the event of a domestic student withdrawing from a unit of study up to and on 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 FEE-HELP debt.
- no fine or penalty will be imposed for withdrawal from studies prior to the census date

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

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

*\* A census date that is no earlier than 20% of the way through a subject will be set by Photography Studies College (Melbourne) for each unit of study. Photography Studies College (Melbourne) will ensure that all students are informed of the census date for each unit of study in the manner and by the date prescribed in the relevant Administration Guidelines issued by the Commonwealth Department.*

### **Procedures**

- Students must advise the Communications & Students Officer formally prior to or on census date in writing that they wish to withdraw from the course.
- A student exit interview will be conducted, where the student will be required to complete the Withdrawal Form with the Communications & Students Officer. The Withdrawal Form will be signed by Director Communications & Students and a copy provided to the student.
- The following record procedures will occur:
  - the student enrolment will be cancelled on the Student Management System (TEAMS)
  - A copy of the Withdrawal Form will be placed in the student's file
  - the student will be withdrawn on class rolls and tutor notified
  - the completed Withdrawal form will be provided to the Accounts Department for processing via HEIMS.

If the student withdrew prior to the census date, the Accounts Department will not add the students name to the student data that is submitted to the department of education via HEIMS after each census date. However, if the student withdrew after the census date the student will be added to the data and will incur a fee help debt for a unit of study that they were enrolled in.

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

### Special Circumstances

A student who withdraws after the census date for a unit of study and who has incurred a FEE-HELP debt, may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance Policy*

### Related Documentation

#### Policies

- Records Management
- Student Records Management
- Student Access to Records/Files
- Backup of Student Records
- Security of Information
- Archive of Student Records/Files
- Student Review Procedures for Re-crediting a FEE-HELP Balance

#### Related Forms and Documents:

- Student Handbook/s
- Course Guides
- Withdrawal Form

### Publishing Details

This refund policy will be made available to students and prospective students by publication in the Student Handbook/s.

**Policy number:** HED\_ST008\_V4

**Status:** Final

**Approved:** 21/12/2016

**Review Date:** June 2019

Julie Moss - Managing Director

**Published:** December 2016

