

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

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### **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 or defer 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 or deferring 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 or deferral from studies prior to the census date

In the event of a student withdrawing or deferring 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 Higher Education Course Director and the Student Services Staff formally prior to or on census date in writing that they wish to withdraw or defer from the course.
- A student exit interview will be conducted, where the student will be required to complete the Withdrawal Form or Deferral with the Higher Education Course Director and/or Student Services Staff. The Withdrawal Form or Deferral Form will be signed by the Higher Education Course Director and a copy provided to the student.
- The following record procedures will occur:
  - the student enrolment will be cancelled or deferred on the Student Management System
  - a copy of the Withdrawal Form or Deferral Form will be placed in the student's file
  - the student will be withdrawn or deferred on class rolls and teachers notified
  - the completed Withdrawal Form or Deferral Form will be provided to the Accounts Department for processing to the Australian Department of Education, Skills and Employment (DESE) via their information and data collection systems. If the student withdrew or deferred prior to the census date, the Accounts Department will not add the students name to the student data that is

submitted to the Australian Department of Education, Skills and Employment (DESE) via their information and data collection systems after each census date. However, if the student withdrew or deferred 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.

Where a student is a fee-paying student, any refunds due for withdrawals or deferrals that occurred prior to the census date will be made within 28 days of the census date of the unit of study to which the withdrawal or deferment applies.

### **Special Circumstances**

A student who withdraws or deferred 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*.

### **Definitions**

Definitions that relate to the Australian Department of Education, Skills and Employment (DESE) information and data collection systems are as follows:

HEIMS – the Higher Education Information Management System is an electronic information system that stores all higher education and VET data reported to the DESE.

TCSI – the Tertiary Collection of Student Information is the portal through which all student data is reported and validated.

### **Related Documentation**

#### **Policies**

Records Management

Student Records Management

Student Review Procedures for Re-crediting a FEE-HELP Balance

#### **Related Forms and Documents:**

Student Handbook/s

Course Guides

Withdrawal Form

Deferral Form

### **Publishing Details**

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

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Julie Moss - Managing Director

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