

FEE WAIVER AND REVERSAL POLICY AND PROCEDURE



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT	1
	Fee reversals	1
	Fee waivers.....	1
4	PROCEDURE	2
	Student fee reversals	2
	Student fee waivers.....	2
	Commercial and general debt fee waivers.....	3
5	RESPONSIBILITIES	3
	Compliance, monitoring and review	3
	Reporting.....	3
	Records management.....	3
6	DEFINITIONS	3
7	RELATED LEGISLATION AND DOCUMENTS	3
8	FEEDBACK.....	4
9	APPROVAL AND REVIEW DETAILS.....	4

1 PURPOSE

- 1.1 This policy and procedure outlines when and how CQUniversity will apply a fee waiver or reversal.
- 1.2 This policy and procedure contributes towards meeting CQUniversity's obligations under the [Financial and Performance Management Standard 2019](#) (Qld) by ensuring the effective management of revenue by setting charges for goods or services provided and administering these charges appropriately through the correct identification and recording of revenue.

2 SCOPE

- 2.1 This policy and procedure applies to student fees and commercial or general debt.
- 2.2 This policy and procedure does not apply to scholarships and/or discounts.

3 POLICY STATEMENT

Fee reversals

- 3.1 Fee reversals are appropriate in circumstances where a charge has been inappropriately or incorrectly applied or where the circumstances that necessitated a charge no longer exist and therefore the charge must be reversed.
- 3.2 Students may apply for a fee reversal where they believe they have been incorrectly charged.

Fee waivers

- 3.3 Student fee waivers will only be used in circumstances where the University has determined that a student's fees should be less than the published fee.

- 3.4 Fee waivers will not be processed for students enrolled in vocational education and training (VET) subsidised courses such as, but not limited to, Certificate III Guarantee funded courses.
- 3.5 The University may forego the payment of commercial or general debt or other nature in the form of a fee waiver. Either the total or a partial amount of a fee or charge may be waived.
- 3.6 A waiver will result in the recognition of an expense to the University.

4 PROCEDURE

4.1 Security access to waivers within the University's Student Management System (StudentOne) and/or Financial Management System (FinanceOne) will be limited to the following nominated employees within Student Central and the Finance Directorate:

- Senior Coordinator Course Advice and Student Financials
- Team Leader Student Fees
- Student Fees Officer/s
- Debtors Officer/s
- Manager Finance Operations.

Student fee reversals

- 4.2 Students who are not eligible for a refund may be eligible for removal of financial liability (fee reversal) due to special circumstances. Refer to the [Removal of Financial Liability Due to Special Circumstances Policy and Procedure](#) for further information.
- 4.3 Fee reversal requests must be emailed with supporting documentation to Student Central (via studentoperations@cgu.edu.au). Requests submitted without supporting documentation will not be considered and will be returned.
- 4.4 Once approved by the Director Student Central (or sub-delegate, to the Senior Coordinator Course Advice and Student Financials), the request will be forwarded for verification and processing.
- 4.5 All documentation, including the request, supporting documentation and approval, will be retained by Student Central and a copy placed on the student's file.
- 4.6 If a fee reversal request is not approved, reasons will be provided to the student.
- 4.7 If a reversal is not approved and the student believes the process was not followed as outlined in this policy and procedure, they may appeal the decision to the Director Student Central via studentgovernance@cgu.edu.au.

Student fee waivers

- 4.8 Student waiver requests must be submitted through the Waiver Recommendation Form, and signed by a recommending officer (any University employee may recommend a student waiver).
- 4.9 The Form, together with supporting documentation, must be emailed to studentgovernance@cgu.edu.au. Requests submitted without supporting documentation will not be considered and will be returned.
- 4.10 Once approved by the Director Student Central, the request will be forwarded for verification and processing.
- 4.11 All documentation, including the request, supporting documentation and approval will be placed on the student's file in the University's Customer Relationship Management System (Sugar CRM) by Student Central.
- 4.12 If a student fee waiver request is not approved, reasons will be provided to the recommending officer, who will advise the student.

- 4.13 If a student fee waiver is not approved and the student believes the process was not followed as outlined in this policy and procedure, they may appeal the decision to the Vice-President (Student Success) via studentgovernance@cqu.edu.au.

Commercial and general debt fee waivers

- 4.14 Commercial and general debt waiver requests must be submitted through the Commercial and General Debt Waiver Form (available by emailing cqudebtors@cqu.edu.au).
- 4.15 Once approved by the Deputy Director Financial Accounting and Operations (or sub-delegate, Manager Finance Operations), the request will be processed.
- 4.16 All documentation, including the request, supporting documentation and approval will be scanned and attached to the transaction in FinanceOne.
- 4.17 If a commercial or general debt fee waiver request is not approved, reasons will be provided to the applicant.
- 4.18 If a commercial or general debt fee waiver is not approved and the student believes the process was not followed as outlined in this policy and procedure, they may appeal the decision to the Deputy Director Financial Accounting via cqudebtors@cqu.edu.au. If the Deputy Director Financial Accounting is involved in the original decision, the appeal will be reviewed by the Chief Operating Officer.

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Chief Operating Officer has overall responsibility for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.
- 5.2 The Deputy Director Financial Accounting and Operations in conjunction with the Director Student Central are responsible for managing the implementation of this policy and procedure and ensuring its provisions are adhered to and applied consistently across the University.
- 5.3 The Manager Finance Operations and Senior Coordinator Course Advice and Student Financials are responsible for monitoring compliance with this policy and procedure, which will be assessed through regular monitoring of monthly reports and reconciliations.

Reporting

- 5.4 No additional reporting is required.

Records management

- 5.5 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 5.6 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

7 RELATED LEGISLATION AND DOCUMENTS

[Commercial and General Debt Waiver Form](#)

[Financial Accountability Act 2009](#) (Qld)

[Financial and Performance Management Standard 2019](#) (Qld)

8 FEEDBACK

8.1 Feedback about this document can be emailed to policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Council
Delegated Approval Authority	Audit, Risk and Finance Committee
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Administrator	Chief Operating Officer
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Notes	This document was formerly known as the Waiver Policy and Procedure (FMPM) (last approved 04/05/2021).