

## VET FEE-HELP TUITION FEE REFUND

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### 1 PURPOSE

The purpose of this policy is to provide a set of principles and rules for the withdrawal of students from units of study, and the financial implications in regard to CQUniversity set fines and students' VET FEE-HELP debt.

### 2 SCOPE

This policy applies to all persons studying under courses of study at CQUniversity, irrespective of whether or not the person has chosen to access VET FEE-HELP assistance for their tuition fees.

For any clarification, refer to the Administrator (in the Approval and Review table below).

**3 EFFECTIVE DATE**      5 July 2016

### 4 LEGISLATIVE AUTHORITY

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#) (HESA)

### 5 POLICY STATEMENT

#### Census date

- 5.1 The census date for a unit of study is the closing date for a student to apply for VET FEE-HELP assistance for that unit of study. CQUniversity will set a census date for each unit of study it provides or proposes to provide in accordance with clause 67 of Schedule 1A to the *Higher Education Support Act 2003*.
- 5.2 The census date will occur no less than 20% of the way through the period of delivery in which the unit of study is being undertaken by students. This will include student breaks, assessment and examination periods.

#### Administration date

- 5.3 The administration date is used by CQUniversity as the deadline for which completion of online enrolment and submission of the Request for VET FEE-HELP Assistance Form is required by Customer Service. After the administration date the 'late enrolment' financial penalty/fine will apply to all persons seeking to enrol in a unit of study.
- 5.4 The administration date, being the start of study for that unit of study, is also the deadline for which to make any changes to unit of study enrolments, including withdrawing from these units, without incurring a Change of Enrolment financial penalty/fine for each unit of study affected.
- 5.5 The administration date does not override the census date in terms of a student incurring financial liability to the Commonwealth for those units of study in which they are enrolled.
- 5.6 The administration date will be set for each unit of study in accordance with the fairness provisions of clause 18 of Schedule 1A to the *Higher Education Support Act 2003*.

## Withdrawal date

- 5.7 The withdrawal date is used by CQUniversity as the deadline to withdraw from units of study without receiving academic penalty (i.e. students will receive a NA grade – Not Achieved on their academic results).
- 5.8 The withdrawal date is set from the completion of study date for each unit of study.

## Refunds

- 5.9 Paragraph 8.4 of the *VET Guidelines* specifies that a student enrolled in a unit of study is entitled to a refund of their tuition fees if they withdraw from their studies on or before the census date. Students will be required to follow CQUniversity's withdrawal procedures; however, they are not required to apply for a refund as the action of withdrawing is sufficient to action the refund of the tuition fees to the student by CQUniversity VET FEE-HELP Contact Officer.
- 5.10 Accordingly, CQUniversity will repay to a student any payment of the student's tuition fees against a unit/s of study that the student made upfront on or before the census date if the student is no longer enrolled in the unit/s of study at the end of the census date.
- 5.11 However, this will not apply if the:
- Student is no longer enrolled in the unit/s at the end of the census date because CQUniversity has ceased to provide the unit/s as a result of ceasing to provide the course of which the unit/s of study formed part, and
  - Tuition assurance requirements applied to CQUniversity at the time that CQUniversity ceased to provide the unit/s of study, and
  - Student chose the option designated under those requirements as tuition assurance in relation to the unit/s of study.
- 5.12 CQUniversity will also refund any upfront payments made by the person towards incidental charges, unless the goods have been received or the services provided; in these cases, these fees are non-refundable.

## Financial Penalty/Fine

- 5.13 CQUniversity is entitled to charge a financial penalty/fine for any actions undertaken in relation to circumstances where a student withdraws from their unit/s of study prior to the census date but after the administration date by which these changes are required.
- 5.14 This fine may only be imposed as a disincentive, and not for the purpose of raising revenue or covering costs.
- 5.15 Accordingly, CQUniversity may charge a student a 'Change of Enrolment' financial penalty/fine for each unit of study that a student changes or withdraws from if the student does so after the administration date, being the start of study for that unit of study.
- 5.16 CQUniversity may also charge a Late Enrolment financial penalty/fine for enrolments or submission of the Application for VET FEE-HELP Assistance Form after the administration date.
- 5.17 These fines will be applied per unit of study, with relevant fines published through the CQUniversity website.

## Withdrawal from Units of Study or Change of Enrolment

- 5.18 A student may at any time during a term, cancel enrolment for the term or amend it by withdrawing from one or more units of study.

- 5.19 However, the cancellation of enrolment may be subject to academic penalty and/or financial penalty as follows:

Withdrawal from unit/s of study or change of enrolment prior to the administration date.	No academic penalty; and No financial penalty/fine.
Withdrawal from unit/s of study or change of enrolment after the administration date but before the census date.	No academic penalty; and Financial penalty/fine.
Withdrawal from unit/s of study or change of enrolment after the census date but prior to the withdrawal date.	No academic penalty; and Full financial liability to the Commonwealth Government.
Withdrawal from unit/s of study or change of enrolment after the census date and after the withdrawal date (COS).	Academic penalty; and Full financial liability to the Commonwealth Government.

## Appeals

- 5.20 A student may apply to CQUniversity to have their FEE-HELP balance re-credited and VET FEE-HELP debt remitted, in special circumstances.
- 5.21 Any student who withdraws from unit/s of study after the census date will be referred to the VET FEE-HELP Review and Re-Crediting Policy and Procedure, and be advised that they may submit an Application to Re-Credit FEE-HELP Balance Form.

## 6 RESPONSIBILITIES

### Compliance, Monitoring and Review

- 6.1 The Administrator is responsible for ensuring compliance with and monitoring implementation of the procedure and to undertake reviews as required.

### Reporting

- 6.2 There are no additional reporting requirements.

### Records Management

- 6.3 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

## 7 DEFINITIONS

**NOTE:** These definitions are specific to this policy and to CQUniversity operations.

**Administration date:** The administration date is used by CQUniversity as the deadline for which completion of online enrolment and submission of the Request for VET FEE-HELP Assistance Form is required by Customer Service. After the administration date the 'late enrolment' financial penalty/fine will apply to all persons seeking to enrol in a unit of study.

**Census Date:** CQUniversity is required to set a census date for each unit of study that it provides or proposes to provide which is VET FEE-HELP eligible. This is the last date that a person seeking to enrol can submit a Request for VET FEE-HELP Assistance Form for units of study for which they are seeking VET FEE-HELP assistance. Students who withdraw from their unit of study on or before the census date will not incur a VET FEE-HELP debt.

**COS:** Completion of Study date.

**Course of study:** A structured and integrated course of education, usually consisting of a number of units of study.

**Incidental charges:** A charge is incidental to studies if it:

- is for a good or service that is not essential to the unit or course of study
- is for an alternative form/s of access to a good or service that is an essential component of the course of study but is otherwise made readily available at no additional fee by CQUniversity
- is for an essential good or service that the student has the choice of acquiring from a supplier other than CQUniversity and is for equipment or items which become the physical property of the student and are not consumed during the course of study or food, transport and accommodation costs associated with the provision of field trips that form part of the course of study
- is a fine or penalty, provided it is imposed principally as a disincentive and not to raise revenue or cover administrative costs.

VET FEE-HELP assistance does not cover incidental charges. Incidental charges are paid upfront by a student enrolled in a CQUniversity course of study directly to CQUniversity or a third party supplier.

**Request for VET FEE-HELP Assistance Form:** This form must be completed for a student to apply for VET FEE-HELP assistance for units of study with CQUniversity. Forms are available through the Customer Service Centre.

**Student:** a person who is enrolled in a course/unit of study with CQUniversity.

**The Act:** Schedule 1A of the *Higher Education Support Act 2003*.

**Tuition fee:** Any fee payable to CQUniversity by a person enrolled with, or applying for enrolment with CQUniversity. It may also include any fee payable to CQUniversity in respect of the granting of an award; however, does not include any fee that is:

- payable in respect of an organisation of students, or of students and other persons, or
- payable in respect of the provision to students of amenities or services that are not of an academic nature, or
- payable in respect of residential accommodation, or
- determined to be a fee of a kind that is incidental to studies that may be undertaken with CQUniversity, as described under 'incidental charges', or
- a student contribution fee payable in respect of a student in a government funded program of study.

**Unit of study:** a unit of study forms part of a Diploma or Advanced Diploma course of study for which a person may enrol with an approved provider, and obtain VET FEE-HELP.

**VET FEE-HELP and FEE-HELP:** The VET FEE-HELP Assistance Scheme is an income contingent loan scheme for the vocational education and training (VET) sector that is an extension of FEE HELP, which is part of the Higher Education Loan Program (HELP). VET FEE-HELP assists eligible students to pay for all or part of their tuition fees at approved VET providers when studying one or more of the following VET accredited courses of study:

- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

which is undertaken with an approved VET provider under Schedule 1A to the *Higher Education Support Act 2003*.

**VET FEE-HELP provider:** An organisation that is approved under Schedule 1A to the *Higher Education Support Act 2003* to provide approved Diploma, Advanced Diploma, Graduate Certificate, and Graduate Diploma courses of study and to offer VET FEE-HELP to its eligible students as an enrolment payment option.

**Withdrawal date:** An additional date set, after which students who withdraw from the unit of study will receive an academic penalty, for example a NA Grade – Not Achieved.

## 8 RELATED LEGISLATION AND DOCUMENTS

### Related Policy Document Suite

Request for VET FEE-HELP Assistance Form

[VET FEE-HELP Policy](#)

[VET FEE-HELP Review and Re-Crediting Policy and Procedure](#)

[VET FEE-HELP Application to Re-Credit FEE-HELP Balance Form](#)

[VET FEE-HELP Application to Review a Re-Credit Decision Form](#)

### Related Legislation and Supporting Documents

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#) (HESA)

[VET Guidelines](#)

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Governance
Next Review Date	24/06/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Institute Director, CQ TAFE 11/07/2013
Amendment Authority and Date	Vice-Chancellor and President 12/06/2014; Director, Governance 24/06/2016.