

WAIVER POLICY AND PROCEDURE (FMPPM)



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1 PURPOSE

- 1.1 This policy and procedure outlines the circumstances under which a waiver should be approved and applied in CQUniversity's Student Management and Financial Management Systems to ensure a robust and consistent approach to reversing revenue.
- 1.2 This policy and procedure contributes towards meeting CQUniversity's obligations under the [Financial and Performance Management Standard 2019](#) 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 all CQUniversity staff responsible for approving and processing waivers.
- 2.2 This policy and procedure does not apply to scholarships and/or discounts.

3 POLICY STATEMENT

Policy framework

- 3.1 The [Financial Management Practice Manual \(FMPPM\)](#) is the University's financial management policy framework. As such, this policy and procedure forms part of and must be read in conjunction with the FMPPM.

Fee waivers

- 3.2 The University may, at its discretion voluntarily opt to forego the payment of student fees, commercial or general debt or other reasons in the form of a fee waiver. Either the total or a partial amount of a fee or charge may be waived.

- 3.3 Student fee waivers will only be used in circumstances where the University has determined that a student's fees are less than the published fee.
- 3.4 Fee waivers are unable to be processed for students enrolled in vocational education and training (VET) subsidised courses such as Certificate III Guarantee funded courses.
- 3.5 A waiver will result in the recognition of an expense to the University.

Fee reversals

- 3.6 Fee reversals are appropriate in circumstances where a charge has been inappropriately or incorrectly applied or where the circumstances that necessitated a manual charge no longer exist and therefore the charge must be reversed.
- 3.7 Students may apply for a fee reversal where they believe they have been incorrectly charged. Such applications must be made in writing to the Director Student Central or Senior Coordinator, Student Fees Course Advice and Student Financials.

4 PROCEDURE

System considerations

Security

- 4.1 Security access to 'Waivers' within the Student Management System and Financial Management Systems will be limited to nominated staff within Student Central and the Finance Directorate:
 - Senior Student Fees Officer
 - Student Fees Officer/s
 - Student Records Officer/s
 - Debtors Officers
 - Manager Finance Operations.

Processing fee waivers and fee reversals

Fee reversals

- 4.2 For a fee reversal to be considered, an email with supporting documentation attached should be sent to studentgovernance@cqu.edu.au (for a single student request) or sfr@cqu.edu.au (for multiple student requests).
- 4.3 The request for fee reversal must be supported by documentary evidence to support the reason for the reversal. Requests submitted without supporting documentation cannot be considered and will be returned.
- 4.4 Once approved by an authorised officer in accordance with the [Delegation of Authority Policy](#), the request will be forwarded to the Director Student Central or Senior Coordinator, Student Fees Course Advice and Student Financials for action. Upon receipt of the request, the Director Student Central or Senior Coordinator, Student Fees Course Advice and Student Financials will verify that the fee reversal has been correctly approved and will progress the form for processing.
- 4.5 Original copies of approved requests, together with supporting documentation, will be retained by Student Central and a copy placed on the respective student file.
- 4.6 In cases where fee reversals are not approved, reasons must be provided and the request returned.

Fee waiver

- 4.7 For a fee waiver to be considered, the Waiver Recommendation Form is to be completed and signed by both a recommending officer and an authorising officer (authorised signatory) and emailed, together with supporting documentation, to studentgovernance@cqu.edu.au (for a single student request) or to sfr@cqu.edu.au (for multiple student requests).
- 4.8 The Waiver Recommendation Form must be supported by documentary evidence to support the reason for the waiver. Requests submitted without supporting documentation cannot be considered and will be returned to the recommending officer.
- 4.9 Once approved by an authorised officer in accordance with the [Delegation of Authority Policy](#), Waiver Recommendation Forms will be forwarded to the Director Student Central or Senior Coordinator, Student Fees Course Advice and Student Financials for action. Upon receipt of the request, the Director Student Central or Senior Coordinator, Student Fees Course Advice and Student Financials will verify that the fee waiver has been correctly approved and will progress the form for processing.
- 4.10 Original copies of approved Waiver Recommendation Forms, together with supporting documentation, will be retained by Student Central and a copy placed on the respective student file.
- 4.11 In cases where fee waivers are not approved, reasons must be provided and the request returned to the recommending officer.

Fee waiver – commercial and general debt

- 4.12 For commercial and general debt raised in the University's Financial Management System the Commercial and General Debt Waiver Form is to be used and approved by an authorised officer in accordance with the [Delegation of Authority Policy \(FMPM\)](#). The Commercial and General Debt Waiver Form can be obtained by emailing cqudebtors@cqu.edu.au.
- 4.13 Once approved, Commercial and General Debt Waiver Forms are to be forwarded to Finance Directorate for verification and processing.
- 4.14 Approved Commercial and General Debt Waiver Forms will be scanned and attached to the transaction in the University's Finance Management System.
- 4.15 In cases where fee waivers are not approved, reasons must be provided and the request returned to the authorised officer.

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Vice-President (Student and Corporate Services) is responsible for 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 for 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 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

6 DEFINITIONS

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

7 RELATED LEGISLATION AND DOCUMENTS

[Delegation of Authority Policy](#)

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

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

[Financial Management Practice Manual \(FMPM\)](#)

[Revenue and Income Policy](#)

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
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Administrator	Vice-President (Student and Corporate Services)
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Notes	