

# REFUND POLICY



## Policy Statement

Passmores College (the College) is committed to ensuring fair and equitable policies and procedures are in place regarding any payments made to Passmores College. The College is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the College including refunds of student tuition fees.

### 1. Purpose

The purpose of this policy is to document the process for refunds of student tuition fees where applicable.

### 2. Scope

This policy applies to Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET FEE HELP enabled course.

### 3. Procedure - Refund of Tuition Fees

Tuition fee is the tuition amount paid for a course/unit of study. The following terms and conditions apply to refund of student tuition fees:

- Students wishing to withdraw from a course/unit of study prior to completion MUST submit a signed DSC (Deferral, Suspension, Cancellation) Form to the Registrar, Passmores College.

Please note: The date on which a student is deemed to have withdrawn from their Unit of Study, is the date that the student's Deferral, Suspension, Cancellation Form is received by the College.

**If a student withdraws from the course for any reason before the Administration Date \*** (the last day to withdraw from the course without penalty) the college will refund to the student all tuition fees paid in advance and/or no VET FEE-HELP debt for the course/unit will be incurred.

**If a student withdraws from the course after the Administration Date\* but on or before the Census Date \*** the college will refund to the student all tuition fees paid in advance and/or no VET FEE-HELP debt for the course/unit will be incurred. However a Late Withdrawal Fee of **\$100.00 per unit** will apply.

**If a student withdraws or cancels enrolment after the Census Date \*** the full amount of the tuition fee for the units of study commenced will be retained by the College; *or* the student will incur the VET FEE-HELP debt for those units. A student who withdraws after the census date may apply to have their VET FEE-HELP debt re-credited in accordance with the *Student Review Procedures for Re-crediting a FEE-HELP Balance* (published on the Passmores College website). A student who has paid tuition fees in advance and withdraws after the census date may apply (in writing to the Registrar, Passmores College) for special consideration for a refund in cases of illness or extreme hardship. Such cases will be considered jointly by the registrar and the principal for the time being.

### Refund where the College fails to provide a unit of study

- If a unit of study is not available, students will be entitled to a full refund or have the tuition fee for that unit of study remain in credit for future use.
- The College will refund all tuition fees paid for a unit of study which the College (i) fails to provide, or (ii) fails to commence on the agreed starting day (or a later day agreed between the College and the student), or (iii) stops providing before it is completed.

**A refund of any overpayment will also be made where a student has overpaid any fee or charge.**

**\* The Administration and Census Dates** for each course and unit of study are disclosed on the 'VET FEE HELP Tuition Fees and Census Dates Schedule' which is published on the Passmores College website.