

## DOMESTIC STUDENT FEE REFUND AND REMISSION REFUND PROCEDURE

<b>Approving Authority</b>	Executive Management Team
<b>Purpose</b>	This procedure sets out the conditions for domestic student fee refunds and the withdrawal of FEE-HELP students from units of study
<b>Responsible Officer</b>	President and CEO and the Accounts Manager
<b>Next Scheduled Review</b>	August 2026
<b>Document Location</b>	<a href="http://www.ozford.edu.au/higher-education/policies-and-procedures/">http://www.ozford.edu.au/higher-education/policies-and-procedures/</a>
<b>Associated Documents</b>	Domestic Student Fee Refund and Remission Policy Admissions Policy and Procedure Academic Progress Policy and Procedure Deferring, Suspending or Cancelling a student enrolment Policy and Procedure Records Management Policy and Procedure Student Code of Conduct Policy and Procedure Student Grievances and Appeals Policy and Procedure Terms and Conditions of Enrolment (Domestic Students)

### 1. PRINCIPLES

This Ozford Institute of Higher Education (hereafter referred to as “the Institute”) procedure sets out the circumstances under which a domestic full fee paying or FEE-HELP student (a student) is entitled to a remission of the debt and the process a domestic full fee paying and FEE-HELP student must follow.

### 2. SCOPE

This procedure outlines the process under which domestic students will be eligible to a refund or remit of debt (FEE-HELP).

This procedure applies to all staff and all domestic full fee paying and FEE-HELP students of the Institute.

### 3. DEFINITIONS

**Agreed Starting Date** means the date on which the course was scheduled to start (commencement date), or a later date agreed between the Institute and the student to be the agreed starting date following a period of deferral or temporary suspension.

**Application Fee** means the fee required to be paid by the student when the student lodges the application form with the Institute.

**Application for Refund Form** means the Institute’s prescribed refund request form.

**Business Day** means a day on which banks are opened for business, other than Saturday, Sunday or a National/State declared public holiday.

**Commonwealth Assistance Notice (CAN)** The CAN includes important information about the student's enrolment, any HELP debt the student has incurred or the contribution amounts that the student has paid, and any loan fee the student has incurred.

**Census Date** means the date at which the student's fee liability is assessed. The census dates are published on the Institute website and vary depending on the academic period.

**Contact Details** includes the student's current Australian residential and postal address, telephone number, email address and emergency contact details. For students under the age of 18 this includes the student's parents or legal guardian's contact details.

**Course Withdrawal Form** means the Institute's prescribed course withdrawal form.

**FEE-HELP** An Australian government loan scheme that helps eligible fee paying students pay their tuition fee.

**FEE-HELP Student** An eligible domestic student who opts to participate in the FEE-HELP Australian government loan scheme.

**Full Fee Paying Student** A domestic student (the student) who opts to pay all fees upfront without applying for any Australian Government funding or loan.

**HESA** means the Higher Education Support Act 2003.

**The Institute** means Ozford Institute of Higher Education Pty Ltd trading as Ozford Institute of Higher Education (ACN 165 694 351/ CRICOS Provider 034298B).

**Offer Letter** means the letter of offer from the Institute to the student specifying the terms of the student's enrolment offered by the Institute.

**Personal Information** has the meaning given by section 179-5 of the Higher Education Support Act 2003.

**Provider Default** Under HESA 2003, the Institute defaults in relation to the student if:

- the Institute fails to start to provide a unit of study to the student on the day on which the unit was scheduled to start or the Institute ceases to provide a unit of study to the student on a day after the unit starts but before it is completed;
- the student has not withdrawn before that day;
- the student was entitled, or would have been entitled, to "FEE-HELP assistance" for the unit of study; or
- if any other circumstances prescribed by the Higher Education Provider Guidelines apply in relation to the Institute and the student.

**Satisfactory Academic Progress** This occurs when a student passes 50% or more of the units in which the student has been enrolled in a study period as described in the *Academic Progress Policy and Procedure*.

**The Student** means a domestic applicant who has accepted an offer of enrolment by signing a student acceptance agreement. Any reference to the student is a reference to both the student and the student's parent or guardian where the student is less than 18 years old.

**Student Acceptance Agreement (Agreement)** means the prescribed Student Acceptance Agreement attached to the offer letter that the student must submit to the Institute in order to accept an offer of enrolment from the Institute.

**Terms and Conditions** means the *Terms and Conditions of Enrolment (Domestic Students)*.

**Third-Party Fee** means any fee paid to a third party, including any airport pickup fee, accommodation placement fee, homestay fee, government examination fee, overseas student health cover fees, any costs relating to trade supplies and consumables and any cost of living expense paid to third parties specified in the offer letter and student acceptance agreement.

**TPS** means the Tuition Protection Service provided by the Australian Government.

**Trimester** One trimester is one study period. It is also referred to as one unit of study in FEE-HELP context.

**Tuition Fee** means the amount specified by the Institute in a student's letter of offer and student acceptance agreement as the tuition fee.

**Unit of Study** One unit of study in FEE-HELP context refers to one trimester or one study period in the Institute.

### 3. PROCEDURE

#### Refund process

- 4.1 Students are strongly encouraged to discuss any decision to withdraw or transfer to another provider with the Student Experience team before doing so.
- 4.2 Students should refer to the *Deferring, Suspending or Cancelling a student enrolment Policy and Procedure* for the withdrawal process.
- 4.3 A student who withdraws from a unit on or before the census date does not have to request a refund. The action of withdrawal is sufficient. The refunds process will commence on receipt of the withdrawal notification.
- 4.4 Other refund applications may be made in writing on the Application for Refund Form which may be obtained from the Institute website (<http://www.ozford.edu.au/higher-education/policies-and-procedures/>). The Refund application should be fully completed, signed and supported by appropriate evidence.
- 4.5 Refund applications will not be processed where the signature on the application for refund form does not match the student's signature (or the student's parents/legal guardian if the student is

under 18 years of age) as shown on other documents provided by the student for admission to the Institute and the student acceptance agreement.

- 4.6 The student (or the student's parents/legal guardian if the student is under 18 years of age) or education agent on behalf of the student submits the request for a refund/credit with supporting evidence to the Accounts team at the Institute which is located at 123 Lonsdale Street Melbourne or can be lodged via email to [account@ozford.edu.au](mailto:account@ozford.edu.au).
- 4.7 The assessment process can take up to twenty (20) working days as set out in the ***Domestic Student Fee Refund and Remission Policy***.
- 4.8 The Accounts team assess the request considering the student's terms and conditions of enrolment, prepare the refund assessment, the Accounts Manager provides first approval.
- 4.9 The refund/credit assessment is sent to the Head of Marketing and Student Experience for a second authorisation. The evidence is reviewed to confirm that the refund/credit may be granted.
- 4.10 The refund/credit assessment is reviewed by the President and CEO.
- 4.11 If the request for a credit/refund is not granted, the Accounts team will send a letter setting out why the request has not been granted and the reasons to the agent or student (or the student's parents/legal guardian if the student is under 18 years of age) by email.
- 4.12 If the request for a credit/refund is granted, the Accounts department will send a letter setting out why the request has been granted and the reasons to the agent or student (or the student's parents/legal guardian if the student is under 18 years of age) by email.
- 4.13 Where a refund/credit payment is to be made, it is authorised by the President and CEO.
- 4.14 The payment is processed by the Accounts team. The payment is made to the nominated account that the student filled in the payment authorisation form. If the Institute owes an amount to a student under the refunds policy and a person other than the student is specified in this agreement the specified person, rather than the student, will be paid any refund of tuition fees.
- 4.15 The remittance advice/payment receipt will be sent to the student/education agent via email.

## Complaints and Appeals

- 4.16 If the student is dissatisfied with the outcome of the refund/credit application, the student can lodge a formal complaint by accessing the ***Student Grievances and Appeals Policy and Procedure***. The dispute resolution procedures can be found at: <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

## Promotion of this Procedure

- 4.17 The Marketing team have responsibility for ensuring that this policy is made accessible on the Institute's website.

## Records of refunds

4.18 The Accounts team are responsible for ensuring records of refunds are maintained as set out in the *Records Management Policy and Procedure*.

## 4. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the responsible officer(s) every three years from the date of approval (if not earlier); and
- 5.4 referenced to the applicable HES Threshold Standard and/or other legislation/regulation.

## 5. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed responsible officer(s) of the Institute.

## 6. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- Ozford College of Business, Refund Policy, 2014.
- Bond University, Student Fees, Charges, and Refunds Policy, 2023 ([Student Fees, Charges and Refunds Policy \(bond.edu.au\)](https://bond.edu.au))
- Federation University, Higher Education Domestic Student Refund Procedure, 2023 ([https://policy.federation.edu.au/operations\\_governance/procedures/refund\\_for\\_higher\\_education\\_domestic\\_students/ch01.php](https://policy.federation.edu.au/operations_governance/procedures/refund_for_higher_education_domestic_students/ch01.php))
- RMIT, Refund of Fees Procedure, 2022 (<https://policies.rmit.edu.au/document/view.php?id=118>)
- Southern Cross University, Refunds and Remission Procedure, 2022 ([Refunds and Remissions Procedure / Document / Policy Library \(scu.edu.au\)](https://scu.edu.au))
- University of Southern Queensland, Refund of Student Fees Policy and Procedure, 2022 ([Refund of Student Fees Policy and Procedure - University of Southern Queensland \(usq.edu.au\)](https://usq.edu.au))

## 7. VERSION CONTROL

Version	Date Approved	Description	Approved By
1.0	July 2019	Initial	EMT
2.0	June 2021	Internal review	EMT

Version	Date Approved	Description	Approved By
3.0	August 2023	Internal review	EMT
Related legislation/ regulation/standard	Higher Education Standards Framework (Threshold Standards) 2021 Higher Education Support Act 2003 FEE-HELP Guidelines 2017 Competition and Consumer Act 2010 (Australian Consumer Law) Australian Consumer Law and Fair Trading Act 2012		

Note: EMT – Executive Management Team