

Student Refund Policy

1. Purpose

This Policy specifies the principles for refunding Student Fees, including remission of Higher Education Loan Program (HELP) debt, for students enrolled in any academic program offered by UNSW College (the College).

2. Scope

- (a) This Policy applies to all College students other than those indicated in 2(b).
- (b) This Policy does *not* apply to students who are enrolled in:
 - i. UNSW Sydney programs delivered by the College under a third-party provider arrangement, with those students subject to UNSW Sydney Policies; or
 - ii. UniFastTrack Transition Program Online, with those students subject to the relevant OpenLearning Policies; or
 - iii. UNSW College's Transnational Programs delivered by overseas providers, with those students subject to the relevant overseas provider Policies.

3. Policy Statement

- (a) This Policy outlines the approval authorities and principles for granting Refunds, Remission of Debt and Remission of Fee for Student Fees and any Remission of Debt at the College.
- (b) Students must consider this Policy in conjunction with their Written Agreement.
- (c) The College shall set its Refund, Remission of Debt and Remission of Fee conditions in accordance with the relevant legislation and its instruments, including the Higher Education Support Act 2003 (HESA) and Education Services for Overseas Student Act 2000 (ESOS Act).
- (d) Students may be eligible for a full or partial fee Refund, Remission of Debt or Remission of Fee in circumstances as outlined in the [Student Refund Procedure](#).
- (e) Upon receipt of the Refund application with correct supporting documents, the College will process the Refund within the timeframes as specified under [Student Refund Procedure](#).
- (f) If a student believes a decision made relating to a Refund, Remission of Debt or Remission of Fee lacked procedural fairness or was not in accordance with this Policy or the [Student Refund Procedure](#), a review of the decision can be sought in accordance with the UNSW College [Student Grievances and Complaints Policy](#).

4. Tuition Fee Refund, Remission of Fee and Remission of Debt

- (a) The [Student Refund Procedure](#) details the circumstances and conditions under which students may be eligible for a tuition fee Refund, Remission of Debt or Remission of Fee.
- (b) Students may be eligible for the Refund of an Enrolment Deposit paid in the circumstance when Withdrawal is before the Census Date of the first Study Period in accordance with the [Student Refund Procedure](#).
- (c) Eligible students can apply for a Refund in accordance with the [Student Refund Procedure](#).

5. Overseas Student Health Cover (OSHC) Refunds

- (a) An OSHC Refund is subject to the terms and conditions imposed by the OSHC Partnered Provider.
- (b) Once the College has forwarded the funds to the OSHC Partnered Provider, students seeking a Refund must apply directly to the provider.
- (c) Sponsored Students whose OSHC fees were paid by a third party or sponsor are not entitled to a direct Refund. The College will liaise with the OSHC Partnered Provider and the sponsor to arrange Refund in accordance with the [Sponsored Student Policy](#) and [Sponsored Student Procedure](#).

6. Student Service and Amenities Fee (SSAF) Refunds

- (a) SSAF is non-refundable and cannot be adjusted or remitted for any enrolment variation after the Census Date.

7. Incidental Fee Refunds

- (a) In most instances, Incidental Fees are payable by students on the basis of use of goods or services and are non-refundable once these goods or services are provided.

8. Misconduct

- (a) Where a student is being investigated for misconduct, Refunds (where applicable) will not be made, pending the outcome of the investigation.
- (b) In cases where a student has been suspended or excluded due to misconduct, the student will not be eligible for a fee Refund.

9. Approval and Review

- (a) Student Refunds are approved in accordance with the College's [Student Refund Procedure](#).
- (b) Remissions of Fee and Remissions of Debt are reviewed and approved in accordance with the [Student Refund Procedure](#).
- (c) The College reserves the right to vary Refund conditions at any time. Any variations will comply with all relevant legislation.

10. Definitions

Definitions and Acronyms	
Academic Program	An Academic Board approved set of requirements, Subjects and/or supervised research into which a Student is admitted. In some cases, this will lead to an award of UNSW College.
Census Date	This is the date within each Study Period when a student's Enrolment must be finalised and the last day a student can withdraw from a Subject without financial penalty.
Subject	A component of an Academic Program, normally of one term or semester in duration, with a specific credit value.
ESOS Act	Means Education Services for Overseas Students Act 2000
Enrolment Deposit	Payment of a proportion of tuition fees upon acceptance of offer to confirm a Student's Enrolment.
HESA	Higher Education Support Act (2003). This is the Commonwealth legislation that specifies the requirements to access a HELP loan and a Commonwealth supported place.
Incidental Fees	Incidental Fees charged to Students relate to the provision of administrative, academic or facilities goods or services that are either: <ul style="list-style-type: none"> - not essential to the Program of study; - provided in an alternative form free of charge; - relate to food, transport or accommodation costs of a Program field trip; - penalties primarily imposed as a disincentive; or - equipment or items that become the Student's physical property and are not consumed in the Program.
OpenLearning	OpenLearning is an online learning platform company listed on the ASX, partnering with UNSW College in delivery of specific online Subjects on its platform.

Definitions and Acronyms	
OSHC Partner Provider	External OSHC service provider which the College has entered into an agreement with to sell OSHC products on behalf of the external provider.
Program	Has the same meaning as Academic Program.
Remission of Debt	Remission of FEE-HELP after the relevant Census Date; if a student can demonstrate special circumstances.
Remission of Fee	Remission of tuition fee after the relevant Census Date for all programs except Foundation Studies, ELICOS and Pre-Masters; if a student can demonstrate special circumstances.
Refund(s)	Return of payment in the form of funds repaid or a statement credit which can be used to settle other fee charges.
Sponsored Students	Sponsored students are students who receives funding through a financial arrangement by which an external organisation agrees to pay all or part of a student's fees directly to UNSW College and is distinct from a scholarship, where a student may be awarded funds which they may use to pay fees themselves.
Student	A person enrolled in an approved Program of study at UNSW College whose Enrolment has not lapsed or been cancelled.
Student Fees	Meanings all fees including tuition and non-tuition fees including incidental fees.
Study Period	An academic period which has a designated start and end date, Census Date, last date by which Students can add or substitute units of study, date for Withdrawal with or without academic penalty (if applicable), and date for release of subject results.
Transnational Programs	Programs delivered to overseas students outside of Australia
UNSW Sydney	The University of New South Wales, Sydney
Withdrawal	Termination of a Student's Enrolment(s) with UNSW College
Written Agreement	The agreement that has been entered into by the College and each Student, and which contains the letter of offer, acceptance of offer form, terms and conditions, Student Refund Policy and Student Refund Procedure.

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> • <u>Education Services for Overseas Students Act 2000</u>

	<ul style="list-style-type: none"> • <u>Higher Education Support Act 2003 (Cth)</u>
Policy	<ul style="list-style-type: none"> • Student Grievances and Complaints Policy • Enrolment Policy • Student Fees Policy • Recognised Prior Learning and Credit Transfer Policy • <u>Sponsored Student Policy</u>
Register	<ul style="list-style-type: none"> • <u>Register of Delegations</u>
Procedures	<ul style="list-style-type: none"> • Student Fees Procedure • Student Refund Procedure • <u>Sponsored Student Procedure</u>
Forms	<ul style="list-style-type: none"> • <u>Refund Request Form</u> • <u>Withdrawal Application Form</u>

Policy Governance

Student Refund Policy	
Category/Business Group	Finance
Published Externally (Yes/No)	Yes
Approver	Chief Executive Officer
Responsible Officer	Chief Finance Officer
Contact Officer	Head of Financial Operations
Effective Date	9/01/2024
Next Review Date	9/01/2027
Version	3.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
3.0	Chief Executive Officer – Sarah Lightfoot	9 January 2024	9 January 2024	Included reference to Sponsored Student Policy and Sponsored Student Procedure
2.0	Chief Executive Officer – Sarah Lightfoot	24 November 2023	24 November 2023	9(a) – Refer approval process to Student Refund Procedure. Definition and Acronyms - provide reference to Pre-Masters program, Definition and Acronyms - add definition of “Student Fees”; revise the definition of “Sponsored Students”
1.0	Chief Executive Officer – Sarah Lightfoot	11 August 2023	17 August 2023	N/A

Please visit our website to ensure that you have the latest version of this Policy. Policies are available at: unswcollege.edu.au/about/policies