

Student Refund Policy

1. Purpose

This Policy specifies the principles for refunding Student Fees.

2. Scope

- (a) This Policy applies to all UNSW College (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 and Procedures; or
 - ii. The College's Transnational Programs delivered by overseas providers, with those Students subject to the relevant overseas provider Policies and Procedures.

3. Policy Statement

- (a) This Policy outlines the approval authorities and principles for granting Refunds at the College.
- (b) Students must consider this Policy in conjunction with their Written Agreement.
- (c) The College shall set its Refund 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) Upon receipt of a Refund application with correct supporting documents, the College will process a Refund within the timeframes as specified under [Student Refund Procedure](#).

4. Tuition Fee Refunds

- (a) The [Student Refund Procedure](#) details the circumstances and conditions under which Students may be eligible for a tuition fee Refund.
- (b) Students may be eligible for the Refund of an Enrolment Deposit paid in the circumstance where Withdrawal is on or 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](#).

- (d) If an Award Program Student considers that the need to Withdraw from a Subject or Program after the Census Date is due to circumstances beyond the Student's control, the Student may apply for Fee Remission. [The Enrolment Procedure: Award Programs \(Diploma\)](#) details the circumstances and conditions under which Award Program Students may be eligible for a Fee Remission. (Please refer to Section 11 of the 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 OSHC Partnered 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 a Refund in accordance with the [Sponsored Student Policy](#) and [Sponsored Student Procedure](#).

6. Student Service and Amenities Fee (SSAF) Refunds

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

7. Incidental Fee Refunds

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 consumed.

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) 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.
Award Program	(Award Program) has the meaning as defined in the TEQSA Act (see higher education award) and include Diplomas, Advanced Diplomas and undergraduate degrees.
Census Date	This is the last day within each Study Period to: finalise a Student's enrolment, Withdraw from a Subject or Program without financial penalty and submit a Request for FEE-HELP Form.
ESOS Act	Education Services for Overseas Students Act 2000
Enrolment Deposit	A proportion of tuition fees paid upon acceptance of offer to confirm a Student's enrolment.
Fee Remission	Remission of HELP debt, FEE-HELP and/or tuition fees after the relevant Census Date, if a Student can demonstrate special circumstances.
HESA	Higher Education Support Act (2003). This is the Commonwealth legislation that specifies the requirements to access a HELP loan.
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"> (a) not essential to the Program of study; (b) provided in an alternative form free of charge; (c) relate to food, transport or accommodation costs of a Program field trip; (d) penalties primarily imposed as a disincentive; or (e) equipment or items that become the Student's physical property and are not consumed in the Program.
Non-Award Program	An approved Program of study that does not lead to an AQF award, but leads to a College qualification. This includes ELICOS Programs, Foundation Studies Programs and Pre-Masters Programs.
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.

Definitions and Acronyms	
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	Students who receive 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	A defined teaching and study period for the completion of Subjects for a particular Program.
Subject	A component of an Academic Program, normally of one Term or Study Period in duration, with a specific credit value.
Term	A teaching period in which Subjects and their related classes are taught and timetabled.
Transnational Programs	Programs delivered to overseas students outside of Australia
UNSW Sydney	The University of New South Wales
Withdraw/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"> • Education Services for Overseas Students Act 2000 • Higher Education Support Act 2003 (Cth)
Policy	<ul style="list-style-type: none"> • Student Grievances and Complaints Policy • Enrolment Policy • Student Fees Policy • Recognised Prior Learning and Credit Transfer Policy • Sponsored Student Policy

Register	<ul style="list-style-type: none"> • <u>Register of Delegations</u>
Procedures	<ul style="list-style-type: none"> • <u>Student Grievances and Complaints Procedure</u> • <u>Enrolment Procedure: Award Program (Diploma)</u> • <u>Student Fees Procedure</u> • <u>Student Refund Procedure</u> • <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	18/04/24
Next Review Date	18/04/27
Version	4.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
4.0	Chief Executive Officer – Sarah Lightfoot	18 April 2024	18 April 2024	Changes made to accommodate feedback received from the Department of Education
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