

## QUALITY MANAGEMENT SYSTEM

### WITHDRAWALS & REFUNDS PROCEDURE

#### **INTRODUCTION:**

1. This procedure details the process for the withdrawal of a student from a course or program and the process for the refund of fees paid.
2. This procedure applies to all students in courses conducted by the Institute.

#### **PROCEDURE:**

3. Students will be formally withdrawn from a course or program by the Institute where they have not attended for a designated period without an approved reason, or for disciplinary reasons.
4. Students may choose to withdraw themselves from a course or program at any time.
5. If a student loan involved, Academic Registry must advise the Finance Department of the withdrawal.

#### **Refund of Tuition Fee, Student Services & Amenities Fee and Materials Fee will be made to students as follows:**

##### **Accredited Courses:**

6. Where a student withdraws, by written notice, from other than Skills Deepening training, at any time up until 4 weeks after the scheduled commencement date of the course, a full refund of the tuition and Student Services and Amenities fee will be paid, less a \$40 administration fee.
7. Where the student has withdrawn after the first four (4) weeks of the course commencing, no refund will be paid.
8. Where a course is cancelled by the Institute at any time during the period of a student's enrolment, a full refund of tuition fees, the pro-rata portion of any student services and amenities fees, and any incidental or materials fees that have not been used prior to the date of cancellation will be paid.
9. Where a student provides evidence that they have taken a place at another educational institution within the first 4 weeks, a full refund will be paid. After the first 4 weeks the refund payment will be pro-rata.
10. Where a student withdraws, by written notice, from Skills Deepening programs prior to or on the Census Date, the full tuition fee will be refunded. Any other fees and charges paid will also be refunded, less a \$40 administration charge. To ensure a debt is not incurred students requesting VET Fee HELP must complete, a "Request for Cancellation of VET Fee HELP Application Form" and submit this to Academic Registry.

The exception being :

- Where VET tuition assurance has been activated because Central Gippsland Institute of TAFE has ceased to provide the unit; and
- The student has chosen the VET course assurance option in relation to that Unit (please refer to the Statement of VET Tuition Assurance).

11. Where the student withdraws after the census date, no refund will be paid.

12. Refund of incidental and materials fees will be at the discretion of the Department.

**Fee for Service Programs:**

13. Where the program is cancelled by the Institute, a full refund will be paid.

14. Where the student withdraws more than ten (10) working days prior to the commencement of the program, 80% of the tuition fee will be refunded.

15. Where the student withdraws less than ten (10) working days prior to the commencement of the program, 20% of the tuition fee will be refunded.

16. Where the student withdraws after the program has commenced, there will be no refund of fees.

17. Refunds for departmental material fees will be at the discretion of the relevant Team Leader.

18. Variations to the Institute Withdrawals and Refunds process must be approved by the Manager Operational Services, or nominee.

**Student Initiated Withdrawals:**

19. Student must collect a withdrawal form from a Customer service point or Department.

20. Student completes the Withdrawal Form and returns it to the Department.

21. The relevant teaching department representative determines the units that the student is to be withdrawn from, records this on the Withdrawal Form, authorises the withdrawal and:

- a. Where the Department has access to the Student Database, they will record the module/unit withdrawals on the database, sending the original form to Academic Registry for filing.
- b. Where the department does not have access to the Student Database, they will distribute copies of the form accordingly and send the original to Academic Registry for processing and filing.
- c. The relevant Team Leader must ensure that the Department records (including attendance roll) are updated for withdrawn students.

**Institute Initiated Withdrawals:**

22. Where a course is cancelled by the Institute and there are students already enrolled, the relevant Team Leader will advise the student/s within 5 working days; prepare and endorse the Withdrawal Proforma; and arrange for a full refund of all fees associated with the course to be made to the student at the earliest convenience.

23. Where a student is withdrawn due to disciplinary reasons, the relevant Team Leader will prepare and endorse the withdrawal form and process as per 21.
24. Where the student does not attend scheduled classes for the designated period and fails to provide an approved reason, the relevant Team Leader will advise the student of the Institute's withdrawal process regarding the student's attendance and supply a Withdrawal Proforma. This may be done verbally or in writing.
25. Where the student does provide proof of an approved reason, they may continue to attend classes. In this case, the relevant Team Leader must determine whether there are any modules/units that the student needs to be withdrawn from during their time of absence and process appropriate withdrawal as per 21.
26. If the student fails to provide proof or fails to submit a Withdrawal Proforma within 10 working days of being advised, the relevant Team Leader will complete the Withdrawal Process as per 21.
27. The relevant Team Leader must ensure that the department records (including attendance roll) are updated for withdrawn students.

**Recording Student Results in the Student Management System:**

28. Recording the results for withdrawn students must be as follows:
  - W = Attended more than once
  - WNA = Withdrawn Never Attended

**Refunds:**

29. Where eligible for a refund, a student must be informed of the need to collect a Refund Form from a Customer Service Point or Department.
30. The Student completes the Refund Form and returns it to Campus Reception / Academic Registry.
31. Academic Registry/Campus Administrators will ensure that a withdrawal has been processed prior to assessing the Refund Form. Where a withdrawal has not been processed, Academic Registry will advise the Department to process immediately, and then proceed with the refund application.
32. Academic Registry/Campus Administrators will assess the Refund Application in line with the guidelines in Clauses 23 to 28 and liaise with the relevant Department to determine the amount to be refunded for material fees, where appropriate. Academic Registry will also check for any outstanding commitments the student might have including, library loans, student loans, equipment loans, department loans, etc. Where there is an outstanding commitment, the refund will be rejected until all outstanding commitments are met.
33. Where the Refund Application meets the criteria, Academic Registry/Campus Administrators will complete and endorse the Refund Form and forward it to the Finance Department. Payment of the refund will be included in the next cheque run (within 5 working days).
34. A Refund Cheque will be forwarded to the student no more than 5 working days after the Finance Department have received the completed form.

35. Where the refund application does not meet the criteria, the student will be advised immediately by Academic Registry/Campus Administrators.

**SUPPORTING DOCUMENTATION:**

Course / Subject Withdrawal Form (see Academic Registry)  
[Application for Refund of Fees Form](#) (GippsTAFE)  
[Refund of Fees Policy](#) (1 page flier) GippsTAFE  
[VET FEE-HELP Policy](#) (GippsTAFE)  
[Request for Cancellation of VET FEE HELP](#) (GippsTAFE)  
[Higher Education Support Act 2003](#) (Commonwealth)  
Statement of VET Tuition Assurance (see GippsTAFE Website)

**RESPONSIBILITIES:**

The following positions/areas have specific responsibilities within this process, as outlined in the Compliance Framework and procedure:

- Student
- Head of Area
- Academic Registry
- Customer Service / Student Services/Campus Administrators
- Finance Department

**REFERENCES:**

[Teaching and Learning Policy](#) (GippsTAFE)  
[Student Discipline and Appeals Policy and Procedure](#) (GippsTAFE)

**DEFINITIONS:**

**Approved Reason:**

Approved Reason for non-attendance due to exceptional circumstances includes:

- illness or disability of the student
- death or serious illness of a close member of the student's family (parent, sibling, spouse or child) subject to the provision of acceptable documentary evidence in support of reason.

**Designated Period:**

- For students with classes scheduled on a weekly basis, the designated period would be four consecutive scheduled class attendance weeks.
- For students scheduled to attend in blocks, the designated period would be two scheduled blocks.

**Recurrent Government-Funded Programs:**

Those programs offered by the Institute that are funded by Skills Victoria.

**Fee for Service Programs:**

Courses provided by the Institute to a student on a commercial basis.

**Head of Area:**

Refers to a Head of Centre / Department or Project Manager, Team Leader, Cluster Manager, General Manager, or Chief Executive Officer depending on the activity or service provided.

**REVIEWING OFFICER:** Manager, Operational Services

**APPROVED BY:** Manager, Operational Services    **DATE:** 28<sup>th</sup> January, 2010

**REVIEW BY DATE:** 28<sup>th</sup> January, 2013