

# Refund Procedure

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<b>Approved by</b>	Vice President Corporate Services & Operations
<b>Authorised Officer</b>	Chief Financial Officer
<b>Supporting documents, procedures and forms of this policy</b>	<p>Aboriginal and Torres Strait Islander People Education Policy and Procedure</p> <p>Admissions Policy and Procedure</p> <p>Application for Admissions Form (Higher Education) – Domestic Students</p> <p>Application for Admissions Form (Higher Education) – Course Admission Information Set</p> <p>Course Variation Application Form</p> <p>Credit and RPL Policy and Procedure</p> <p>Deferral, Withdrawal and Course Extension Policy and Procedure</p> <p>Diversity and Equity Policy and Procedure</p> <p>English Language Proficiency Policy and Procedure</p> <p>Student Fees Policy</p> <p>Letter of Offer and Student Agreement for Higher Education</p> <p>Information Management Policy and Procedure</p> <p>Refund Policy</p> <p>Student Grievance and Complaint Policy and Procedure</p> <p>Student Prospectus</p> <p>Student Services Plan</p> <p>Whole-of-Institution Admission Information Set</p>

<b>Related Legislation</b>	<a href="#">Education Services for Overseas Students (ESOS) Act 2000</a> <a href="#">Higher Education Standards Framework 2021, Part A: Standard 1.1 (Admission)</a> <a href="#">Higher Education Support Legislation Amendment Bill 2017</a> <a href="#">National Code 2018 Standards 2 and 3</a> <a href="#">Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</a>
<b>Audience</b>	Public

## 1. PROCEDURE

### Application for a Refund

- 1.1 All requests for refunds must be made using the *Course Variation Application Form (CVAF)*.
- 1.2 Students applying for a refund must attach relevant documentation as indicated in the application form information. The form must be signed by the student and accompanying documentation submitted to Stanley College either in person to the Finance Officer at West Perth Campus (69 Outram Street, West Perth WA 6005, Australia) or by email to: [studentservices@stanleycollege.edu.au](mailto:studentservices@stanleycollege.edu.au).
- 1.3 Students must apply for a withdrawal within 14 days of an event that initiates a request for, and that might qualify the student to a refund.
- 1.4 Contact details must be provided, including at least one telephone number and one valid email address.
- 1.5 If a student does not submit the *Course Variation Application Form*, they will not be entitled to any refund.

### Assessment of Refunds

- 1.6 The date on which the written application is received is the date used for the calculation of any refund.
- 1.7 If a student is applying for Special Circumstances, the student must submit:
  - a. A *Course Variation Application Form*;
  - b. A written statement addressing their Special Circumstances, and
  - c. Relevant Supporting evidence.
- 1.8 The application will be received by the Finance Officer and forwarded to the Chief Financial Officer for authorisation. Thereafter the application will be forwarded to the Finance Officer for processing.

### Decision

- 1.9 Students will be notified of the refund application decision within 14 working days of receipt of the application.

#### **Payment of Refunds for Domestic Students**

- 1.10 Refunds will be made within 28 days of submission of a completed *Course Variation Application Form*. Incomplete forms or applications with insufficient relevant supporting documentation may cause delays in assessing and processing refunds.
- 1.11 Approved refunds will be paid:
- To the nominated bank account via Electronic Funds Transfer (EFT). Such transfers may take up to seven working days to complete, or
  - Directly to the person who entered into the contract with Stanley College, unless that person gives written direction to pay someone else.
- 1.12 Refunds will be paid in Australian dollars to the applicant's bank account unless otherwise requested by the student in writing at the time of submitting the required forms.
- 1.13 Students will receive a Statement of Refunds explaining how the refund was calculated, and where a cancellation fee has been applied.
- 1.14 Students with FEE-HELP arrangements will be informed by the Finance Office of any necessary adjustments to these arrangements.

#### **Payment of Refunds for International Students**

- 1.15 Refunds will be made within 28 days of submission of a completed *Course Variation Application Form*. Incomplete forms or applications with insufficient supporting documentation may cause delays in processing refunds.
- 1.16 Approved refunds will be paid:
- To the nominated bank account via Electronic Funds Transfer (EFT). Such transfers may take up to seven working days to complete; or
  - Directly to the person who entered into the contract with Stanley College, unless that person gives written direction to pay someone else.
- 1.17 Australian legislation does not allow a refund to be paid to an agent, in accordance with the Education (Overseas Student) Registration 1998 7 (2) (b).
- 1.18 Approved refunds will be paid in Australian dollars to the applicant's bank account unless otherwise requested by the student in writing.
- 1.19 If a currency other than Australian dollars is requested, the student will be expected to cover the exchange rate fees as charged by the bank of either party – this amount will be deducted from any refund. The exchange rate will be as per the rate offered on the day of transfer by Stanley College's bank.

- 1.20 Refunds will be made within 4 weeks after receipt of a written application, in accordance with the *ESOS Act Section 28 (3)*.
- 1.21 Students will receive a Statement of Refunds explaining how the refund was calculated, and where a cancellation fee has been applied.
- 1.22 The Finance Officer will record the transaction in the Student Management System.

#### **Overseas Student Health Cover**

- 1.23 Overseas Student Health Cover (OSHC) may be refunded if a student withdraws from the unit, provided that the funds have not been disbursed to the nominated OSHC provider. Where funds have been disbursed to the OSHC provider, and in accordance with the *ESOS Act 2000*, students are responsible for contacting the OSHC provider directly to apply for the OSHC refund. In making an application to the OSHC provider, students must provide the following information:
  - a. Full name;
  - b. Date of birth;
  - c. OSHC membership number;
  - d. Reason for the refund, and
  - e. Evidence of transferring to another education provider or the date of departure from Australia.

#### **Appeals**

- 1.24 Students may seek a review of any decision related to a refund application by submitting an appeal to the Finance Officer within 28 days of receiving the notice. It must be accompanied by supporting documentation.
- 1.25 If students are not satisfied with the reviewed decision, then they can make an appeal to the Finance Team or seek an external review, as set out in the *Student Grievance and Complaint Policy*.
- 1.26 The Finance Officer will consider appeals against the outcome of an application for deferment, withdrawal or refund. Students will be notified of the decision within 28 days of receiving the application. If students are not satisfied with the reviewed decision, then they can make an appeal to the Board of Directors or seek an external review, as set out in the *Student Grievance and Complaint Policy*.
- 1.27 If, after 28 days from submission of appeal to a refund decision the student has not been notified of an outcome, or if the student wishes to appeal the decision, the student may do so by following the procedures set out in the *Student Grievance and Complaint Policy*. Students have access to both internal and external appeals.