**Policy Details**

<table>
<thead>
<tr>
<th>Governing Instrument</th>
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<tbody>
<tr>
<td>National Vocational Education and Training Regulator Act 2011</td>
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<tr>
<td>Higher Education Support Act 2003 (HESA)</td>
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<tr>
<td>Financial Accountability Act 2009 (Qld)</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Advisor</th>
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</thead>
<tbody>
<tr>
<td>Executive Director, Education and Registrar</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Approval Authority</th>
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<tbody>
<tr>
<td>General Manager</td>
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<table>
<thead>
<tr>
<th>Approval Date</th>
<th>Version Number</th>
<th>Review Date</th>
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<tr>
<td>10/02/2015</td>
<td>1.1</td>
<td>January 2016</td>
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**Purpose**

To describe how TAFE Queensland Brisbane fulfils its statutory obligations towards informing students and staff regarding the provision of refunds to students, third parties, guarantors and/or organisations.

TAFE Queensland Brisbane will apply this policy ethically, honestly and with fairness to all parties.

**Scope**

This policy is applicable to:

- individual students enrolled in government subsidised; fee for service and tailored solution programs, regardless of the mode of delivery (physical or virtual);
- third parties/guarantors responsible for student fees and charges;
- students enrolled in VET FEE HELP programs regardless of whether they access VET FEE HELP; and
- students being assessed for Recognition of Prior Learning (RPL).

This policy does not apply to:

- Corporate Business Entities where training/assessment is conducted under contractual arrangements; or
- Overseas/International Students

Refunds refer to TAFE Queensland Brisbane reimbursing student’s upfront tuition fee payment and do not refer to the remission of a VET FEE-HELP debt. Refer to [PR454 Review & Re-crediting (VET FEE HELP) procedure](#).

**Policy**

TAFE Queensland Brisbane will:

- provide prospective students with access to this policy prior to enrolment via the region’s website;
- set a Census date for each VET unit of study it provides or proposes to provide;
- display Census dates on each qualification’s Schedule of Fees listed on our website;
- only accept applications for refunds in writing ([FM851a Refund Request/Online Change of Enrolment](#));
- only accept refund requests prior to completion of study;
- apply the principles as stated in this policy;
- charge an administration fee, where applicable;
- not provide a refund if the value of the refund is less than the administration fee; and
- provide a full refund for deposits paid (and no enrolment completed).
DEEMED START DATE FOR PROGRAMS/UNITS OF COMPETENCY WITH NO DEFINED COMMENCEMENT DATE
Where TAFE Queensland Brisbane offers a training program or unit/s of competency for which there is not a timetabled start of study (SOS) date, the SOS date will be deemed to be the date two weeks from the date of enrolment by the student.

PAYMENT OF REFUNDS
Refunds are paid to the party and in the method nominated on the Request for Refund FM851a.

DENIED REFUND
If a Request for Refund is denied, TAFE Queensland Brisbane will provide written notice including the reason for denial. The applicant may, within five (5) business days of receiving written notification, apply to the General Manager for reconsideration, in writing.

For VET FEE HELP students, refer to PR454 Review & Re-crediting VET FEE HELP procedure.

RESPONSIBILITIES
The General Manager is responsible for the implementation of and ongoing compliance with this policy.

The Executive Director Education & Registrar, Marketing Manager and Directors of Faculty are responsible for the communication of this policy to all students and staff.

Refer to the Finance Delegations for other delegated approvals in relation to this policy.

Refund Principles
The following principles apply when considering a Request for Refund.

<table>
<thead>
<tr>
<th>Program Cancellation (Government Funded, FFS Single Subscriber &amp; Tailored Solutions)</th>
<th>If a program/unit of competency is cancelled before it commences, the student will be notified and full refund paid. Students are not required to complete a Refund Request and no administration fee is applicable.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>TAFE Queensland Brisbane Defaults / Data Error</th>
<th>If (in the unlikely event) TAFE Queensland Brisbane is:</th>
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<tbody>
<tr>
<td></td>
<td>• unable to deliver a program in full;</td>
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<td>• the program offered does not commence on the agreed starting date and is unable to be rescheduled;</td>
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<td></td>
<td>• stops being provided after it commences and before it is completed;</td>
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<td></td>
<td>• is not provided fully to the student because of a sanction imposed by the national VET regulator; or</td>
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<td></td>
<td>• is not delivered as advertised/marketed</td>
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<td></td>
<td>the student will be offered</td>
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<td></td>
<td>• a full refund; or</td>
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<td></td>
<td>• a place in an equivalent program such that the new location is suitable and the student receives the full services for which they have paid at no additional cost; or</td>
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<tr>
<td></td>
<td>• in the case of VET FEE HELP assisted courses after the Census date – a re-crediting of the entire Tuition Fee paid to date.</td>
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</tbody>
</table>

If following investigation, a student has been overcharged/an error exists within the student management system, a refund of the applicable amount will be paid.

No administration fee is applicable.
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Refund before or on the SOS date</strong></td>
<td>If a student cancels enrolment before or on the start of study (SOS) date, a full refund will be paid. An administration fee is applicable. NOTE: This section does not apply if a student contribution fee payable on the cancelled enrolment must be applied to reduce the fees payable on a later enrolment.</td>
</tr>
</tbody>
</table>
| **Refund on or before Census Date**                                    | In the event of a student withdrawing from a VET unit of study on or before Census date:  
- 100% of tuition fees paid will be refunded; and  
- No VET FEE-HELP debt will be incurred by the student. |
| **Withdrawal from VET units of study or Change of Enrolment**           | If a student, before the Census Date, wishes to change their enrolment from that of a government subsidised VET program to instead request VET FEE-HELP assistance, they may do so, however, the cancellation/change of enrolment may be subject to an administration fee. |
| **Refund**                                                             | A full refund will be paid if enrolment is cancelled no later than **two business days before the program commences**. An administration fee is applicable. |
| **Refund after SOS**                                                   | No refund is applicable if the enrolment is cancelled **two or less business days before the program commences**. |
| **Refund after Census Date**                                           | No refund is paid for any class that has commenced.  
TAFE Queensland Brisbane will not cancel any:  
- remaining payments or monies due for any class that has commenced; or  
- future enrolment/s and refund fees paid in advance in respect of any class that has not commenced; or  
- future payments due in respect for any class that has not commenced. |
| **Refund after SOS**                                                   | In the event of a student withdrawing from a VET unit of study after Census date:  
- No refund is applicable; and/or  
- A VET FEE-HELP debt will be incurred by the student. |
| **Refund after SOS**                                                   | A Refund Request must be submitted within 2 weeks from SOS. To be considered eligible for a refund, the following conditions apply:  
- No assessment has been attempted; and  
- No tutorial assistance has been provided; or  
- No participation in any learning activities (including workshops). |
| **Refund after Census Date**                                           | NOTE: TAFE Queensland Brisbane may charge a student an administration fee if the student withdraws from a unit/s of study or changes their enrolment by dropping unit/s if the student does so after the first 14 days following the commencement of study. A student who withdraws after the Census date for a VET unit of study may apply for special consideration in line with the Review & Re-crediting Procedures VET FEE HELP. |
| **Refund after SOS**                                                   | An administration fee is applicable. |
Refund after SOS
(Extenuating circumstances)

Generally speaking, with the exception of the event of the death of a student, fees and charges are not refunded if a student withdraws after the SOS.

A student may apply for consideration of a refund should there be extenuating circumstances such as:

- the student accepts a place offered through QTAC;
- the student suffers an illness or injury preventing them from completing the program (excludes pre-existing conditions; illness or injury);
- exceptional circumstances prevent the student from completing the program;
- the student enrolled in a FFS program and has subsequently gained employment as an apprentice/apprenticeship or trainee and is transferring their enrolment to an equivalent enrolment with TAFE Queensland under their apprenticeship or traineeship;
- the student is enrolled as an apprentice or trainee and their apprenticeship/traineeship has been cancelled resulting in their withdrawal from the program;
- if within the first five (5) weeks of commencing the program, the student successfully applied for and received credit transfer.

NOTE: Being unwell for one (1) week of the term does not provide sufficient evidence of being unable to complete the program. Students must make every effort to complete the program including requesting an extension, before consideration will be given regarding a refund. Any application for refund based on medical grounds must include a doctor’s certificate that indicates it is reasonable to assume that the illness/injury prevented completion of the program and that the illness/injury was not a pre-existing condition. Medical certificates must be submitted within 5 working days of submitting a Change of Enrolment request.

All refund requests must be received prior to completion of study and be supported by documentary evidence (see definitions for further details). Each application will be assessed based on the documentary evidence provided and a refund applied at the discretion of the delegated officer.

An administration fee is applicable.

Payment Plans

If a student withdraws after SOS, any outstanding payments on a contracted payment plan are immediately due and payable. Debt recovery processes will apply to outstanding fees on payment plans.

Students must advise Customer Services of their withdrawal.

NOTE: Students may submit a Refund Request or a credit of outstanding fees on their payment plan, if there is documentary evidence to support extenuating circumstances.

An administration fee is applicable.

Fee Adjustments

If a student, no later than two (2) weeks after the commencement of the cancelled program/units of competency:

- transfers their enrolment to substantially the same program/units of competency at another TAFE Queensland Region; or
- cancels their enrolment and enrolls in another program/units of competency at the same TAFE Queensland Region

any student contribution fees payable will be applied to reduce the total amount of student contribution fees payable on the later enrolment. Any balance of the student contribution fees paid will be refunded.
| **Material/Incident Fees** | No refund for materials considered to be supplied to and/or used by the student.  

*NOTE: No refund for material/incidental fees for a Tailored Solutions program, unless the enrolment is cancelled no later than two (2) days before the program starts. No refund for TAFE Open Learning materials/resources unless returned in unmarked/unused condition within 4 weeks of SOS.* |
|---|---|
| **Refund of Employer or Student Contributions**  
**(Apprentices / Trainees)** | **Employer Contributions**  
If an apprentice/trainee leaves employment:  
- in the first three months (probationary period), a full refund will be made to the employer. An administration fee is applicable.  
- after the probationary period, no refund will be made to the employer.  

**Student Contributions**  
If an apprentice/trainee changes employer or the employer cancels the Training Agreement after participation has occurred, a full refund of the student’s account will be made, if the student returns to study with a new employer.  

*Note: Not applicable to Third Party Contracts.* |
| **Recognition of Prior Learning (RPL)** | If a student cancels their RPL assessment:  
- before the Training and Assessment Plan has been completed, a full refund will be paid;  
- after student and assessor have signed and completed the Training and Assessment Plan, no refund is applicable (except in extenuating circumstances).  
An administration fee is applicable. |
| **Assessment Result Re-evaluation** | A full refund of the assessment re-evaluation fee, if following re-assessment, the result is upgraded to a result of competent (J) or an equivalent result. |
| **Refund if student is formally excluded (expelled) from TAFE Queensland Brisbane** | No refund is applicable. |
| **Services provided by students in their programs of study**  
**(Live Works – Hairdressing; Beauty Therapy; Restaurants)** | A Refund Request may be submitted and each request will be assessed by the delegated officer on an individual basis.  
The client will be advised in writing of the outcome.  
Where a full refund is provided, no administration fee is applicable. |

**Records Management**  
Records shall be retained in accordance with the Qld State Archives – General Retention and Disposal Schedule for Administrative Records (QDAN249).
**Affiliated Documents / References**

**Internal:**
- FM851a Refund Request
- FM454a Application to re-credit VET FEE HELP balance
- FM454c VET FEE HELP Application to Review a Re-credit Decision
- Online Change of Enrolment
- PR454 VET FEE HELP Review and Re-crediting

**External:**
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Financial Accountability Act 2009 (Qld)
- Finance and Performance Management Standard 2009 (Qld)
- Higher Education Support Act 2003 (HESA)
- Schedule 1A of the Higher Education Support Act 2003 (HESA).
- VET Guidelines 2013
- VET Administration Information for Providers
- VET Pre-qualified Supplier Policies/Agreements
- Queensland Governance User Choice Policy 2010-15

**Glossary of Terms / Definitions**

<table>
<thead>
<tr>
<th>Term/s</th>
<th>Definition/s</th>
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<tbody>
<tr>
<td>Census Date</td>
<td>• TAFE Queensland Brisbane sets a Census Date for each VET unit of study offered that is available for VET FEE-HELP assistance.</td>
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<tr>
<td></td>
<td>• This is the deadline for students to submit a Request for VET FEE-HELP Assistance form for VET units of study in the period of study for which the student wishes to obtain VET FEE-HELP assistance.</td>
</tr>
<tr>
<td></td>
<td>• Once the Census Date has passed, the student incurs a debt to the Australian Government and the student will not be entitled to a refund.</td>
</tr>
<tr>
<td></td>
<td>• The Census Date is also the last date that a student can withdraw from a VET unit of study without incurring a debt to the Australian Government.</td>
</tr>
<tr>
<td></td>
<td>• Census dates cannot be set earlier than 20% of the way through the VET unit of study (including breaks, assessment and examinations).</td>
</tr>
<tr>
<td>Corporate Business Entities</td>
<td>Have a defined training contract or agreement with TAFE Queensland Brisbane to deliver a specific training program(s). The corporate client’s contract or agreement will clearly state the negotiated refund clauses.</td>
</tr>
<tr>
<td>Credit Transfer</td>
<td>Is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.</td>
</tr>
<tr>
<td>Documentary Evidence</td>
<td>Refers to supporting evidence for the following circumstances:</td>
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<tr>
<td></td>
<td>□ accepts a place offered through QTAC – student must provide a copy of their QTAC acceptance for the current year of enrolment</td>
</tr>
<tr>
<td></td>
<td>□ suffers an illness or injury – student must provide a medical certificate or letter from a medical practitioner from a professional medical practice which clearly identifies:</td>
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<tr>
<td></td>
<td>o the student’s full name;</td>
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<tr>
<td></td>
<td>o the period of time; and</td>
</tr>
<tr>
<td></td>
<td>o specific details of the medical condition or injury.</td>
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</tbody>
</table>

*NOTE:* A medical certificate/letter stating “medical condition” will **not be accepted**.

*NOTE:* Exceptional circumstances (refer Terms/Definitions) preventing the student from completing the program/unit of competency – student to provide a written statement detailing the circumstances and/or written support from a TAFE Queensland Brisbane Counsellor.
### Exceptional Circumstances

Exceptional circumstances may include bereavement of close family members (death certificate may be provided); a traumatic experience (e.g. car accident; witnessing/being involved in a serious crime).

Student to provide a written statement/documentary evidence which details the circumstances and/or written support from a TAFE Queensland Brisbane Counsellor.

**NOTE:** Does not include common changes to personal circumstances, such as moving house, change to relationship or living arrangements or changing the level of commitment to completing the study.

### FFS

Fee for services (full cost recovery) programs

### Incidental Charges

Refer to charges, for example: Student Identification Card, Internet fees, Master Classes, External Costs (e.g. Gymnasium membership cost) and/or library books.

### QTAC

Queensland Tertiary Admissions Centre

### Re-evaluation

Means the student has requested a re-assessment, by a person other than the person who assessed them and deemed them not competent, for a unit of competency.

### RPL

Recognition of Prior Learning

### SOS

Start of Study (commencement) date

### Tailored Solution Program

Includes Learning Seat and non-accredited courses.

### Unit of Competency

Means the specification of the standards of performance required in the workplace as defined in a training package.

### VET Course of Study

Structured and integrated course of education, usually consisting of a number of VET units of study, including competencies which lead to a VET Award of Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma.

### VET Fee-Help

The Commonwealth Government loan scheme to assist eligible students to pay their VET tuition fees, and can cover all or part of the student’s tuition fees for VET unit/s of study which form part of a VET course of study. These must be undertaken with a body which is approved as a VET FEE-HELP provider under [Schedule 1A of the Higher Education Support Act 2003 (HESA)](https://www.legislation.gov.au/Details/C2003C00301).

### VET Unit of Study

A VET unit of study forms part of a VET course of study for which a person may enrol with a VET Provider, and obtain VET FEE-HELP.

## Revision History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Summary of Amendments</th>
<th>Prepared By</th>
<th>Version</th>
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<tbody>
<tr>
<td>22 January 2015</td>
<td>New policy written for TAFE Queensland Brisbane</td>
<td>Director, Risk &amp; Compliance</td>
<td>1.0</td>
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</table>