

Refund Policy Domestic Students

1. Purpose and Scope

This policy outlines the circumstances where a refund of tuition fees or charges related to study may apply for commencing and continuing students.

This policy applies to the Conservatory's higher education courses:

- domestic students enrolled in a fee-paying course that is not Fee-HELP enabled; and
- to the unused portion of tuition fees that have been paid in advance; and

Administrative fees, incidental fees and fines are non-refundable.

All dollar amounts referred to in this policy are in Australian Dollars, unless otherwise specified.

This policy does not remove the right to take further action under Australia's Consumer Protection Laws nor does it prevent the student from pursuing other legal remedies.

2. Objectives

The objectives of this policy are to:

- provide transparent processes for refunds of tuition fees, where applicable
- set out the circumstances where a full refund or a partial refund may apply
- comply with relevant legislation

3. Implementation

The Administration Manager and Finance Manager are responsible for implementation of this policy.

Students should ensure they are familiar with the Conservatory's fees, charges and circumstances for refunds before accepting an offer for admission to the Conservatory's higher education courses.

Staff of the Conservatory who have access to information relating to fees applications must maintain the confidentiality of students' information in accordance with the Conservatory's *Privacy Policy*. The disposal of records relating to fees applications should be in accordance with the *Records Management Policy*.

3.1. Non-refundable Fees and Charges

Table 1 lists those administrative and miscellaneous fees and charges that are non-refundable. These are charged separately to tuition fees. The current list is in Table 1 below, but may vary from time to time. Please check the website for an accurate list.

Table 1

| Fees and Charges | Amount |
|--|----------|
| Credit and RPL assessments after the census date | \$160.00 |
| Late Payment Fee | \$10.00 |
| Student ID Card Replacement Fee | \$20.00 |
| Library Late Fee | \$1/day |

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| Library Book Replacement Fee | Current retail price + postage + currency exchange rate if applies |
| Printing charges | \$0.50/ one-side A4 page |
| Interim Unofficial Transcript | \$20.00 + postage |
| Official Transcript replacement | \$20.00 + postage |
| Testamur replacement | \$20.00 + postage |
| Materials Fee (non-refundable if unit cancelled less than 4 weeks before Course Commencement) | \$50.00 |
| Enrolment Fee (includes RPL assessment if relevant) | \$60.00 |
| Reinstatement of Enrolment | \$60.00 |
| RPL assessment | \$120.00 |
| Late withdrawal Fee | N/A |
| Graduation Gown Hire | Charged according to current hire costs |

4. Procedure

All refund requests, notifications of withdrawal, deferment or leaves of absence must be made in writing addressed to the Administration Manager. Students can hand in the letter at Reception, or email the letter to admin@tpac.edu.au. The Administration Manager will make an assessment of the academic circumstances, and then forward to the Finance Manager with the outcome of the assessment.

4.1. Application for Refund

All applications for refund must be made in writing to the Administration Manager stating the reasons and relevant details. The *Application for Refund Form* must be completed, together with any other relevant forms such as for withdrawals and other circumstances. All sections of the form must be completed in full and should be accompanied by all relevant documentation. The form must be signed by the student or by the student's parent or guardian in circumstances where the student does not have the legal capacity to do so.

Students should apply for a refund within 14 days of an event that qualifies the student for a refund.

Deferment

Students who wish to defer their studies after accepting an offer of admission, must apply to the Conservatory in writing of their intention to defer commencement of their studies for up to twelve months, by completing an *Application for Deferment Form*. Requests for deferment are not automatically granted and will not be approved to allow commencement of another tertiary course. If deferment is granted, tuition fees may be transferred to the revised commencement date.

If after approval of deferment of a course, a student notifies the Conservatory in writing that he/she does not intend to take up the place, the tuition fees that were held in credit will not be refunded.

Withdrawal

Students who wish to withdraw from a unit must undertake the following:

- prepare an application in writing and complete the *Application for Withdrawal Form*
- submit an *Application for Refund Form*, if relevant
- ensure that reasons are provided for the withdrawal
- ensure contact details have been provided
- submit the forms to the Administration Manager

Notices will not be effective until received by the Administration Manager.

Refund Eligibility

Domestic students enrolled in a non-HELP enabled course are able to access a refund of their tuition fees under certain circumstances, which are outlined in Table 2. Table 3 outlines circumstances where refunds do not apply, or may apply only under special circumstances.

Table 2 Refunds Apply

| Circumstances | Refund | Process |
|---|-----------------------------------|--|
| Withdrawal from a unit, or deferring enrolment in a course, before the Census Date for the Term. | Yes. Full refund of tuition fees. | Complete an Application for Withdrawal Form OR Application for Deferment Form; AND an Application for Refund Form. \$200 administration fee applies. |
| The Conservatory withdraws the offer of enrolment. <ul style="list-style-type: none"> if the student fails to meet the entry requirements, such as the stated level of English. based on incorrect or incomplete information provided by the applicant. | Yes. Full refund of tuition fees. | Complete an Application for Withdrawal Form OR Application for Deferment Form; AND an Application for Refund Form. |
| The Conservatory default (unable to deliver the unit). The Conservatory may offer students a place in an alternative course at the Conservatory or another registered provider. In such circumstances there will be no additional cost to the student, and a refund will not be paid. | Yes. Full refund of tuition fees. | The Conservatory will refund the tuition fees in full to the student within 4 weeks. However, enrolment/admin fees and any other service or resource fees are non-refundable. No refund will be given if the student accepts an alternative course. |

Table 3 Refunds Do Not Apply or Special Circumstances Apply

| Circumstances | Refund | Process |
|--|-------------|--|
| Withdrawal from a unit due to Special Circumstances beyond the control of the student. See Guidelines for Special Circumstances in the section in this Policy | Possibility | A student may submit a request for special circumstances if eligible, or may lodge an appeal. |
| Withdrawal from a unit, or deferring enrolment in a course, after the Census Date for the Term. | No | A student may submit a request for special circumstances if eligible, or may lodge and appeal. |
| The Conservatory cancels a student's enrolment due to reasons of unsatisfactory progress, misconduct, lack of attendance or a student has provided fraudulent or misleading information. | No | A student may submit a request for special circumstances if eligible, or may lodge and appeal. |
| The Conservatory cancels a student's enrolment due to non-payment of tuition fees or other fees and charges. | No | A student may submit a request for special circumstances if eligible, or may lodge and appeal. |

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| After submitting a formal complaint in accordance with the Student Grievance Policy. | Possibility | Complete and submit a <i>Feedback Form</i> , together with relevant evidence; AND an Application for Refund Form. Tuition fees may be refunded in full or in part, depending on the outcome of the grievance process. |
|--|-------------|---|

Note: If a student does not submit an *Application for Refund Form*, credit will be held towards future enrolment.

Special Circumstances

Special Circumstances may apply to the student if the Conservatory is satisfied that the circumstances comply with the guidelines. The student must have submitted a written application for special circumstances together with an *Application for Withdrawal Form* and supporting evidence.

Guidelines

The special circumstances:

- were beyond the student’s control, which is reasonably considered as not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible and;
 - were unusual for the student; and
 - made it impractical for the student to complete the requirements of the course/s; and
 - did not occur until on or after the Census Date for the unit/s; or
 - where the circumstances occurred or existed before the Census Date, worsened or changed, such that their full effect was not apparent to the student until after that date.
- would make it impractical for a student to complete the requirements of the course/s and may include (but are not limited to):
 - medical circumstances that have changed to such an extent that the student is unable to continue studying, or new medical circumstances arose.
 - family/personal circumstances such as death, significant medical issues, unforeseen financial difficulties, or other circumstances that are unreasonable to expect a person to continue their studies.
 - employment related circumstances the employment status or arrangements have changed so that the student is unable to continue their studies and this change is beyond their control.
 - course related circumstances where the Conservatory has changed the unit offered, and the student is disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.
 - extenuating circumstances of reasonable significance that interfere with the student’s ability to meet a course's requirements. For example, carers' responsibilities, legal commitments, military service, accidents or natural disasters.

Special circumstances do not include:

- lack of knowledge or understanding of this policy or government legislation; or
- failure to follow correct procedures; or
- academic ability that was less than expected.

Refunds under special circumstances are discretionary and will be decided by the Conservatory.

Supporting Documentation

Students should ensure that their supporting documentation complies with the Conservatory's requirements and is:

- in English, or has been translated and certified as an official translation from an official authority
- an original document or certified by a Justice of the Peace or equivalent
- an original medical certificate that details the condition where medical circumstances apply
- a statutory declaration, where relevant
- a detailed account of the circumstances or events that are relevant to the application, including specific dates, and demonstrates how it meets the Special Circumstances section of this policy
- a true and honest representation of the circumstances
- other documentation requested by the Conservatory.

Payment of Refunds

Refunds will be made within 28 days of submission of a complete *Application for Refund Form*. Incomplete forms or applications without sufficient supporting documentation may cause delays in processing refunds.

Refunds will be paid:

- in Australian dollars.
- If the tuition fee was paid by credit card within the last 12 months, then under Australian banking regulations the refund must be credited to the credit card from which the fee was initially paid.
- directly to the person who entered into the contract with the registered provider, the Conservatory, unless that person gives written direction to pay someone else.
- within 4 weeks after receipt of a written application.

Student Administration will record the transaction in the Student Records Management System.

Appeals

Students may seek a review of any decision related to a refund application, by submitting an appeal to Student Administration within 28 days of receiving the notice. It must be accompanied by supporting documentation.

Executive Management will consider appeals. 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 Governance Board as set out in the *Student Grievance Policy*, or seek an external review.

5. Definitions

Admission: The process for admitting an applicant into a course at a college, following a successful application and acceptance of the offer of a place in the course.

Applicant: A person who applies for a place in a course at a college. An applicant becomes a student upon enrolment.

Census Date: The last date in the study period for domestic students to withdraw without incurring financial liability for tuition fees.

Commencement date: The official date the financial liability for courses is set and tuition fee is due for domestic students. Commencement dates are determined for each Term and are published on a college's website.

Course: A single course leading to an Australian higher education award.

Course Entry Requirements: The entry requirements that an applicant must satisfy to be admitted into a particular course, that are additional to the general entry requirements.

Deferment: A student with an unconditional offer requesting to postpone the commencement of study to a later session.

Domestic Student: An Australian Citizen, Australian Permanent Resident or a New Zealand Citizen.

Due Date: The deadline for payment of fees as shown on the invoice for international students, and also listed in the *Letter of Offer* and *Written Agreement*.

EFTSL: EFTSL values calculated for each unit based on what fraction of a standard full time load the unit represents.

Full-time Study Load: Standard full time study load for a particular course.

Letter of Release: A letter that formally advises a student that they have been granted a release from the Conservatory and may enrol at their intended education provider.

Offer: The offer of a place in a course to a successful applicant.

Tuition Fee: The fees for enrolment in a course determined by a college, and advised in both the Student Agreement, and the Letter of Offer attached to the Student Agreement, as being the tuition fees for the course (per term).

Unit: A discrete unit of study, where a combination of units make up a course of study.

Withdrawal: A formal procedure where a student decides to discontinue a course without the intention of returning or discontinues a unit with the intention of enrolling in it at a later date.

6. Related Documents

The following policies and procedures are related to this policy:

- Admissions Policy
- Fees Policy
- Records Management Policy
- Fee Schedule
- Student Grievance Policy
- Student Code of Conduct
- Letter of Offer
- Written Agreement
- Letter of Release

The following forms are related to this policy:

- Application for Refund Form
- Application for Deferment Form
- Application for Withdrawal Form
- Feedback Form

- Application for Withdrawal (Form 30B)

7. Review

Three years from commencement.

8. Accountabilities

The Governance Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and the Conservatory's higher education community via the website and other publications.

9. Revision History

| Approval Authority | Contact Person | Revision Due Date | Revision Date | Approved Date | Version No. | Revision Description |
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| Governance Board | Chair | 01/07/19 | | 15/4/16 | 1 | New document |