

Refund of Course Money Policy

Section 1 - Background and Purpose

(1) This Policy establishes the framework for Refunding, in certain circumstances and in varying amounts, Course Money paid by students.

Section 2 - Scope

(2) Applies to:

- a. all campuses
- b. all programs
- c. all students (or their legal guardian or sponsor)

Section 3 - Policy Statement

(3) All applications for Refunds of Course Money are assessed on a case-by-case basis. Total or partial Refunds will be made where appropriate in accordance with the relevant refund procedure. Except in special circumstances outlined in procedures, a student will not be eligible for a Refund of Course Money for a course or subject:

- a. where the course or subject is discontinued after the Census Date, where relevant;
- b. where the course or subject is discontinued after the cut-off date specified in the letter of offer for that course or subject.

(4) The processing of Refunds of Course Money is conditional on the following:

- a. the funds for the Refund must be available (e.g. cheques must have cleared, electronic or telegraphic transfers must have been received);
- b. in the case of fee-paying students, any debts to the University must be paid in full or the outstanding amounts will be deducted from the Refund; and
- c. the course or subject cancellation, withdrawal, deferral, intermission or leave of absence on which the Refund claim is based must have been processed.

(5) In the case of Commonwealth-supported students, a Refund of Course Money will take the form of a remission of debt and will be accompanied by a re-crediting of Student Learning Entitlement.

(6) Commonwealth-supported students must be informed and give consent before any overpayment in enrolment fees can be used as credit against current and future liabilities with the University.

(7) This Policy, and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australia's consumer protection laws.

Section 4 - Procedures

(8) Please also refer to:

(9) [Student Fee Procedure - Remission of Debt](#)

(10) [Refund of Tuition Fees \(Domestic Students\) Procedure](#)

Section 5 - Definitions

(11) For the purpose of this Policy and Procedure:

- a. Census Date: in degree programs, the date at which the University must advise the government of the final enrolment figures in a subject.
- b. Course Money: for purposes of this policy, Course Money may include:
 - i. tuition fees
 - ii. Student Contribution Amounts
 - iii. debts to government student loan schemes (HECS-HELP, FEE-HELP, OS-HELP, VET FEE-HELP) that remit payment to the University on the student's behalf
 - iv. student health insurance premiums
 - v. Voluntary Service Fee.
- c. Domestic Student: a student who is an Australian citizen, a New Zealand citizen (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative) or a holder of an Australian permanent visa. For the purposes of this policy, other persons on a visa other than a student visa will be treated as domestic students.
- d. International Student: consistent with the Migration Act, a person in Australia on a student visa who is thereby covered by the Education Services for Overseas Students (ESOS) legislation.
- e. Refund: in the context of this policy, includes remission of debt incurred through a Commonwealth student loan scheme (HECS-HELP, FEE-HELP, OS-HELP, VET-FEE-HELP).
- f. Student Contribution Amount: the amount that students enrolled in a Commonwealth Supported Place are required to make towards their education. The amount is set within a range established by the Federal Government and according to the funding cluster in which the unit of study is classified. Each student's contribution will depend on the individual units of study the student chooses and on the year in which the student first enrolled.
- g. Student Learning Entitlement (SLE): the entitlement of Domestic students to access seven years full-time (or part-time equivalent) study as a Commonwealth Supported Student. Additional SLE is allocated in specific circumstances: for example, if a student is enrolled in an undergraduate course longer than six years. SLE is consumed as the student enrolment is finalised after each Census Date.

Section 6 - Stakeholders

Responsibility for implementation – Manager, Student Financial Services; Business Operations Manager, La Trobe International.

Responsibility for monitoring implementation and compliance – Executive Director, Student Services and Administration; Director, La Trobe International.

Status and Details

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