

TUITION FEE REFUND POLICY AND PROCEDURE FOR DOMESTIC STUDENTS

(Effective from 1 July 2018)

The College will arrange a refund to a student or an intending student in certain circumstances. UPC's refund policy applies to both commencing and re-enrolling students. The applicant should read the College's Refund Policy and Procedure. It is summarised below.

Administration and other fees

- a. Administration fee:
 - Full qualification - All refunds will incur an administration fee of two hundred and forty dollars (\$AU240) unless otherwise specifically stated.
 - Short courses (Skills sets, First Aid, Food Safety Supervisor, etc.) - The administration fee will be \$50 unless otherwise specially stated.
- b. Learning material fee – All learning materials provided by the College should be returned in good conditions. Otherwise, a fee will be charge (See Letter of Offer)
- c. Bank transfer fee (if applicable) will be deducted from the refunded amount.

This policy applies to all domestic students irrespective of who pays the fees.

Refund Conditions

Definitions: There are two situations that affect the calculation and processing of a refund.

College Default

This occurs:

- a. when the course does not begin on the agreed commencement date and an alternate date or course is not available or acceptable to the student's circumstances, or
- b. when the course ceases to be provided at any time after it commences but before it is completed, or
- c. in the unlikely event that the course is not provided in full to the student because of a government directive or sanction imposed on the College.

Student Default

This occurs when the student directly or indirectly indicates he/she is not going to commence or continue in the course.

Circumstances:

1. The student does not commence the course on the agreed start date;
2. The student withdraws or cancels their enrolment in the course;
3. The student fails to pay fees due to the College in order to undertake or continue in the course;
4. The student's enrolment is terminated by the College due to a serious breach of the College policy and/or rules.

REFUND OF COURSE FEE - COLLEGE DEFAULT CASE

A refund of 100% of the un-used portion of fees will be granted under the following circumstances.

1	In the unlikely event that the College is unable to provide the course for which an offer has been made. An alternate offer of a place may be offered at no extra cost to the student as well as the refund option.	The College will calculate and supply a letter explaining the refund calculation within 2 weeks of the College decision. No administration fee is applied.
2	An offer of a place in a course is withdrawn by the College before the course commences.	

REFUND OF COURSE FEE - STUDENT DEFAULT CASE

The following conditions are applied in case of student default. The student must pay the Administration fee of \$240. The amount of refund is determined as follows.

	Nature of enrolment	Amount of refund
Full qualification courses		
1	Smart and Skilled students (Exemption)	No refund (Subsidised tuition fee is nil)
2	Smart and Skilled students (Concession)	No refund (Subsidised tuition fee is equal to the administration fee)
3	Smart and Skilled students (Standard subsidised tuition fee)	Refund tuition fee of units which have not been commenced.
4	Students under UPC scholarship (Category 1 – Paying \$480)	No refund
5	Students under UPC scholarship (Category 1 – Paying 50% of SSP subsidised tuition fee)	Refund tuition fee of units which have not been commenced.
6	Fee-for-service students	Refund tuition fee of units which have not been commenced.
Short courses and skills set		
1	Student informs the College to withdraw from the course two (2) weeks before the commencement of the courses.	Full refund. No administration fee.
2	Student does not attend the course as specified in the enrolment forms.	A refund of 50% of the course fee.
3	Student attended but has not completed the course.	No refund.

How to claim a REFUND

College Default

Where the refund is triggered due to the College default situation, the College will initiate the refund processing from the date of the decision and notify the student within 10 working days from the decision. A refund letter with calculations showing fees to be paid is sent to the student. The payment (if any) is processed within 20 working days from the date the College receives the signed **Refund Acceptance Letter** from the student.

Student default or withdrawal

To claim any refund, the student must complete a **Refund Application Form** and returns it with the receipt of course fees to the College.

The College will respond in writing to the refund request with an explanation of the student's current financial status and calculations showing refund fees payable to the student within 10 working days from the receipt of the filled **Refund Application Form** and *documents required as evidence*.

Payment (if any) is processed within 20 working days from the date the College receives the **Refund Acceptance Letter** from the student.

The refund policy does not remove the student's right to appeal the refund decision or calculations made by the College according the complaints and appeals policy.

**** End of the Refund Policy ****

Tuition fee refund policy July 2018