

Policies and Procedures

QMS2: P014 Fees, refunds and debt waiver – Domestic Students

Policy details	
Responsible area	Training and assessment
Endorsed by	General Manager
Review date	14 April 2017
Modifications	30.03.15 Updated to new format for procedures and minor revisions 24.5.15 Revisions to include VET FEE-HELP waiver procedures and clarification on refund repayment times for fee faying students. Revisions drafted by Wendy, approved by Tania 14.4.16 Role Review.

Policy statement
<p>At Linx Institute we have clearly documented refunds policies and procedures. These are made available to all students prior to their enrolment, through a range of documentation. We implement these fees and refunds policies fairly, and have reasonable timeframes documented for the timing of any moneys we owe to any student.</p> <p>This policy applies to all domestic students, including those funded under VET FEE-HELP arrangements.</p>

Definitions
<p>VET FEE-HELP A Commonwealth funded student loans scheme to assist eligible students studying higher level VET qualifications (diploma level and above) to pay their tuition fees.</p>
<p>Tuition fee The charge or fee for provision of training and assessment services.</p>
<p>Tuition fee (VET FEE-HELP) Fees paid for a VET Unit of Study that is approved for VET FEE-HELP and applies to Students who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Higher Education Act.</p>
<p>Enrolment fee Administrative charge levied to cover costs of processing applications for enrolment.</p>
<p>Additional fees These include fees such as fees for RPL, replacement testamurs, damaged textbooks.</p>
<p>Debt waiver A debt waiver is the waiving (or giving up) of the liability of the person or party who has taken out a loan through the voluntary action of the person or party who has made the loan. In the case of VET FEE HELP, debt waiver refers to the act of releasing a student from their loan agreement.</p>

Policies and Procedures

Unit or VET Unit of Study	A VET Unit of Study approved for VET FEE-HELP that a Student may undertake with the provider, for which the Student may access VET FEE-HELP assistance to pay for all or part of their tuition fees.
Census Date	A published date set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Policy rules

Prior to accepting a student, or an intending student, for enrolment in a course, Linx Institute must provide, in print or through referral to an electronic copy, current and accurate information regarding its indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.

Linx will publish its course fees on its website, including enrolment fee, tuition fees, any additional charges and ensure that at all time the published fees and charges are correct, or otherwise are abided by.

The following rules apply to refunds of fees

1. The enrolment application fee is non-refundable.
2. A full refund of tuition fee, will only be made under the following circumstances:
 - 2.1. In circumstances beyond the student's control, such as corroborated injury, ill health, bereavement or other appropriate reasons subject to the acceptance of the General Manager. In these circumstances, if the course has started, we reserve the right to negotiate pro-rata refunds on an individual basis.
 - 2.2. Where we cancel the training and cannot make arrangements to conduct the course at a later date.
 - 2.3. Where a student withdraws prior to the starting date, providing at least 14 days notice from the proposed start date.
 - 2.4. When a student is continuously not meeting expectations with their LLN assessment and therefore cannot continue the course, a full refund of fees paid to that time will apply.
 - 2.5. In the event it is demonstrated that the student has been induced to incur debt as a consequence of unethical marketing practices such as dishonest representation or use of inducements. These practices are defined in our Marketing and Advertising Policy.
 - 2.6. In the event a student is funded under VET FEE-HELP (VHF) arrangements and elects to withdraw prior to our published census date for that unit, 100% of tuition fees paid for the unit will be refunded and the student will not incur a VET FEE-HELP debt.
3. Where a student has overpaid fees, the overpayment amount will be refunded.

Policies and Procedures

4. No refund will be given if a student is dismissed by us due to insufficient attendance, unsatisfactory academic progress or misconduct, as outlined in our Policies and Procedures and your Student Handbook.
5. No refunds will be made where a student funded under a traineeship is dismissed by their employer or wishes to withdraw from their traineeship unless in exceptional circumstances as in 2.1 above.
6. Students funded under Traineeship arrangements are required to return textbooks and tablets to us that were issued as part of their traineeship. Where these are not returned or are returned damaged, we will retain all fees paid.
7. In the event of a VET FEE-HELP funded student withdrawing after the census date no refund is applicable and/or the student will incur a VET FEE-HELP debt, unless exceptional circumstances such as those outlined at 2.1 and 2.5 above. The student may apply for special consideration under the Student Review procedures for re-crediting a VHF balance.
8. All applications for refunds must be made in writing (by submitting an Action Request form) to the Operations Manager, stating the reasons and relevant details. Students can obtain an Action Request form from the office or download one from our website (Frequently Asked Questions).
9. Refunds will be paid:
 - 9.1. within 30 days of the census date of the VET unit of study to which the withdrawal applies in the case of VHF-funded students
 - 9.2. within 30 days of successful application for a refund by full fee paying students
 - 9.3. by bank transfer to the person who paid the fees, unless this is impracticable and/or unless the person gives us a written direction to pay someone else.

Procedures		
Actions	Description	Responsible
1 Application for refund or special consideration	Student applies for refund or special consideration to waiver VHF debt, providing reasons for request and substantiating evidence as required. A Student must apply in writing to the General Manager at Linx Institute within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. Linx Institute has the discretion to waive this requirement if it is satisfied that it was	Student



Policies and Procedures

		not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to substantiate the claim.	
2	<p>Assessment of application</p> <p>Recommendation within 20 working days</p>	<p>Each application for a refund, a re-credit of a student's FEE-HELP balance, or special consideration will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.</p> <p>Linx Institute will consider each application within 20 days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of Schedule 1A of the Act. Applicants will be notified in writing of the decision within 20 days.</p>	Operations Manager
3	Advise outcome	The applicant is advised in writing of the refund decision and any moneys to be refunded.	Client services
4	<p>Appeals against decision</p> <p>28 days to lodge appeal for decision in 10 days</p>	<p>Where Linx Institute makes a decision NOT to re-credit a Student's FEE-HELP balance that decision may be subject to review.</p> <p>If a Student is not satisfied with the decision made by Linx Institute, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The applicant can use the Action Request form to lodge an appeal.</p> <p>The application for review must:</p> <ul style="list-style-type: none"> • be made within 28 days of receipt of the original decision • include the date of the original decision • state fully the reasons for applying for the review • include any additional relevant evidence <p>Applications should be made in writing, using an Action Request form, to the CEO at Linx Institute, as the designated Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance.</p> <p>The Review Officer (the CEO) is senior to the designated officer responsible for the</p>	Student / General Manager



Policies and Procedures

	<p>original decision and was not involved in making the original decision to be reviewed.</p> <p>The CEO will:</p> <ul style="list-style-type: none"> • acknowledge receipt of the application for review of a decision in writing within 10 working days; and • inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision. <p>The CEO will then:</p> <ul style="list-style-type: none"> • review the information from the original decision and then assess any new evidence provided by the Student; • provide written notice to the Student of the decision, setting out the reasons for the decision; • inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see point 5 below). 	
<p>5 Further appeal procedures</p> <p>Lodgment within 28 days of decision</p>	<p>At the time of the original decision, and at the time of the subsequent review decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The application must be lodged at the AAT within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the AAT.</p> <p>Full details of the application process and fees payable are available on the AAT's website. An application fee may have to be paid. Applications cannot proceed until the fee has been paid or waived. Applications</p>	<p>Student</p>



Policies and Procedures

	for fee waiver must be made to the AAT. Refer to the AAT website for more details.	
6	<p>Refund is paid Within 30 days of withdrawal notice if approved.</p> <p>Refunds will be paid within 30 days of Linx Institute receiving notice from the student of withdrawal from classes.</p> <p>Approved refunds are paid by bank transfer to the person who paid the fees, unless this is impracticable and/or unless the person gives us a written direction to pay someone else.</p>	Finances

Context	
Associated documents	QMS2P003 Enrolment QMSP001 Marketing
Policy base	Standards for NVR Registered Training Organisations, 2015 Standard, Standard 1, Clause 1.7 Higher Education Support Act, 2003

