

## Procedure Title

### Refund Procedure

#### Preamble

This procedure is pursuant to the Refund Policy.

#### Purpose

This procedure establishes Deakin College's principles and administrative requirements in relation to refund.

#### Scope

This procedure applies to all commencing and continuing students, including domestic students, temporary or permanent residents and overseas students at all campuses of Deakin College.

#### Policy

Refund Policy

#### Related Documentation

Application for Refund of Tuition Fees

Application for Re-crediting and Remission of FEE-HELP Debt

#### Procedure

##### 1. Fees and Charges

- 1.1. Fees must be paid by the payment due date and failure to do so may result in penalty. The payment due date falls 12 days before the commencement the subsequent trimester.
- 1.2. A student may print the provisional invoice from the Student Portal with fee payment to be made by one of the following payment options:
  - BPAY: each student is provided with a unique BPay reference. Note two working days may be required for payment to be processed.
  - Convera: a student can pay fees via the Convera platform.
  - Credit Card: a student can pay fees by credit card via the Student Portal.
  - Transfer by Direct Deposit/Telegraphic Transfers: a student can request the bank details for Deakin College's student fees account by contacting [DeakinFinance@navitas.com](mailto:DeakinFinance@navitas.com). Student to include the student ID number on the 'Payment Reference Details' and a copy of the transfer receipt to be sent to [DeakinFinance@navitas.com](mailto:DeakinFinance@navitas.com).
- 1.3. In the event that a student is eligible for a refund as per the Refund Policy, the student must submit the *Application for Refund of Tuition Fees*.
- 1.4. A domestic student may assess their eligibility for FEE-HELP from the Government's StudyAssist website.

- 1.5. An eligible student who wishes to pay for part of all of their tuition fee through FEE-HELP - StudyAssist must complete the Request for FEE-HELP loan form online via the Electronic Commonwealth Assistance Form (eCAF) prior to census date.
  - 1.6. A FEE-HELP student will receive the Commonwealth Assistance Notice (CAN) by email within 28 days from census date. CANs provide the student with information on the unit(s) for which they have FEE-HELP assistance, their FEE-HELP debt, and Commonwealth Higher Education Student Support Number (CHESSN) or Unique Student Identifier (USI). Students may access information on their FEE-HELP balance from the myHELPbalance website.
  - 1.7. If a student believes the CAN to be incorrect, they must contact Deakin College in writing within 14 days.
- 2. FEE-HELP debt re-credited after the census date**
- 2.1. Applications must be made within 12 months of either the date of withdrawal from the unit, or where the unit was failed but not withdrawn, within 12 months of the last day of the trimester in which the student was enrolled in the unit.
  - 2.2. The *Application for Re-crediting and Remission of FEE-HELP Debt* form is to be used by students who withdraw from their studies after census date and who wish to apply to have their FEE-HELP balance re-credited.
  - 2.3. Deakin College must be satisfied that these special circumstances:
    - were beyond student's control, and
    - do not make their full impact on the student until on, or after, the census date, and
    - make it impracticable for student to complete the requirements for the unit(s) in the period during which the student undertook the unit(s).
    - medical circumstances. Your medical condition must have changed to such an extent that you are unable to continue studying.
    - family/personal circumstances. For example, death or severe medical problems within your family, or unforeseen family financial difficulties.
    - employment related circumstances. For example, where your employment status or arrangements have changed so that you are unable to continue your studies, and this is beyond your control, or
    - course related circumstances. For example, where Deakin College has changed the unit, it had offered and you are disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.
    - Lack of knowledge or understanding of the requirements under the schemes; or student's incapacity to repay a HELP debt, are not considered special circumstances.
  - 2.4. The special circumstances must occur:
    - before the census date, but worsen after that day; or

- before the census date, but the full effect or magnitude does not become apparent until after that day; or
  - on or after the census date.
  - The student’s application must include independent supporting documentation from, for example, the doctor or counsellor, to support the claims.
- 2.5.** A refund of a debt in whole or part may result in a backdated enrolment variation so that a WL (withdrawn late) will appear on student’s academic record, and a WR (withdrawn remit) reported to the Department of Education and the Australian Taxation Office (ATO).
- 2.6.** Deakin College will respond to student within 28 days from the date the application is received.

**Status and Details**

<b>Identification</b>	Refund Procedure
<b>Initial Issue Date</b>	7/09/2018
<b>Status</b>	Current
<b>Domain</b>	Governance
<b>Effective Date</b>	31/10/2022
<b>Review Date</b>	31/12/2024
<b>Approval Authority</b>	Senior Management Group
<b>Implementation Officer</b>	Student and Academic Services Officer (Specialist)
<b>Enquiries Contact</b>	Angie Ng