

Student Refund Policy

1. Purpose

1.1 This policy outlines the management and determination for refunds of tuition fee charges and payments for students studying at Perth Bible College.

2. Scope

2.1 This policy applies to all students of Perth Bible College.

3. Responsibility

3.1 The Principal is responsible for the implementation of this policy.

4. Definitions

<i>Appeal</i>	A request for a decision to be reviewed by an independent arbiter. Appeals can be lodged about academic and non-academic decisions made, including: <ul style="list-style-type: none"> • student misconduct; • refused transfer requests; • course progress; and • student enrolment cancellation.
<i>Australian Consumer Law</i>	A national law guaranteeing consumer rights when buying goods and services to ensure false or misleading information is not provided. Education Services provided by Perth Bible College is covered by Australian Consumer Law.
<i>Domestic Student/s</i>	A student/s who are an Australian citizen, a New Zealand citizen, the holder of an Australian Permanent Resident visa or the holders of an Australian humanitarian visa.
<i>FEE-HELP</i>	A loan scheme to help eligible students pay their tuition fees. Australian citizens and holders of a permanent humanitarian visa are eligible for FEE-HELP assistance.
<i>ESOS Act</i>	The <i>Education Services for Overseas Students Act 2000</i> of the Commonwealth of Australia.
<i>International Student</i>	A student studying in Australia on a student visa issued by DoHA.
<i>PRISMS</i>	Provider Registration and International Students Management System: the Australian Government

	database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.
<i>Provider Default</i>	Provider default occurs if Perth Bible College fails to provide a course or ceases to provide a course to international students.
<i>Tuition Protection Service (TPS)</i>	The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

5. Policy Provisions

Principles

- 5.1 This policy aims to:
- 5.1.1 provide transparent processes for refunds of tuition fees, where applicable;
 - 5.1.2 set out the circumstances where a full refund or a partial refund may apply; and
 - 5.1.3 ensure Perth Bible College fully discharges responsibilities under compliance to all relevant legislation.

Domestic Students

- 5.2 For Domestic Students, the following sets out the College's policy regarding the refunding of fees.
- 5.3 A full refund of all applicable Refundable Fees will be paid if:
- 5.3.1 Perth Bible College withdraws the offer of enrolment; or
 - 5.3.2 The student withdraws from a unit of study on or before the Census Date of the semester.
- 5.4 In the unlikely event of a Perth Bible College Provider Default (see definition), Perth Bible College will, within 14 days of the default, either:
- 5.4.1 Refund the unused portion of the prepaid tuition fees for the course; or
 - 5.4.2 Offer the student an alternative place at Perth Bible College's expense, that is accepted by the student in writing (in this case, a refund will not occur).
- 5.5 If Perth Bible College is unable to provide a refund, then the student will be offered a place in a similar course of study via the course

assurance arrangement with a Second Provider. A student is not obliged to enrol in a course of study with a Second Provider under the Course Assurance Option. However, if the student enrolls with any other Higher Education Provider (HEP), there is no obligation on that provider to offer full credit transfer for the units of study completed with the First Provider or to offer replacement unit(s) free of charge.

International Students

- 5.6 For International Students, the following sets out the College's policy regarding the refunding of fees for overseas students.
- 5.7 For international students, refunds apply only to the unused portion of tuition fees paid in advance.
- 5.8 Administration fees and other charges incurred such as fines are not refundable unless otherwise indicated.
- 5.9 If a student's application for a student visa is unsuccessful, a full refund of any tuition fees paid in advance will be granted.
- 5.10 When an overseas student withdraws from their course, the following refunds will apply:
 - 5.10.1 any time before the semester commences, a full refund of any tuition fees paid in advance will be granted;
 - 5.10.2 after the semester commences and until the census date of the semester, 50% of the semester's fee will be refunded; and
 - 5.10.3 after the census date of the semester, no refund will be granted of the semester fees.
- 5.11 If Perth Bible College withdraws its offer to provide a program to a student, fails to provide a program offered, or is terminated as a Higher Education provider (before or after the commencement of the semester), the provider default provisions of the ESOS Act 2000 will apply.
- 5.12 If Perth Bible College withdraws a student from a program because the student has seriously breached the international student visa conditions or rules of Perth Bible College after the commencement of the semester, no refund will be granted for that semester's fees.
- 5.13 If a refund has been paid to the student, the College Administrator will record the discharge of Perth Bible College's obligations within PRISMS, as per the Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012.

Special Circumstances

- 5.14 Refunds under special circumstances are at the discretion of Perth Bible College and the following guidelines are applied in determining special circumstances.
- 5.15 If a student paid their fees through FEE-HELP and fails to withdraw from a unit of study before census date, they can apply to have their FEE-HELP debt re-credited. This is only possible if they meet the criteria for 'special circumstances'.
- 5.16 To meet special circumstances, a student needs to provide documentary evidence of circumstances that:
- 5.16.1 were beyond their control;
 - 5.16.2 did not make the full impact on the student until on or after the census date(s) of the unit(s); and
 - 5.16.3 made it impossible for the student to complete the unit(s).

Appeals

- 5.17 Students may seek a review of any decision related to a refund application by submitting an appeal within 28 working days of receiving the notice. Refer to the *Student Complaints and Appeals Policy* and accompanying procedure for further information about this process.
- 5.18 This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's Consumer Protection Laws, nor does it prevent the student from pursuing other legal remedies.

Record Keeping

- 5.19 Perth Bible College will retain records of all refund applications for at least two years after the student ceases to be enrolled.

6. Policy Information

Date first approved: 29/06/2009	Date of effect: 29/06/2009	Date last amended: 16/06/2021	Date of next review: June 2022
Approved by		Board of Management	
Authorised Officer		College Administrator	
Supporting documents, procedures & forms of this policy		<i>Student Refund Procedure</i> <i>Complaints and Appeals Policy</i>	

	<i>Complaints and Appeals Procedure</i>
Related Legislation and Codes of Practice	<u>Higher Education Standards Framework 2015, Part A: Standard 1.1</u> <u>Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</u> <u>National Code 2018, Standard 3 Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012</u>
Audience	Public

7. Version History

Review Table			
Date	Review Type <ul style="list-style-type: none"> Scheduled Policy amendment Admin update 	Summary of Changes	Review person/group
29/06/09	Admin Update	Conversion from Policy Manual to new format.	Adam Niven
22/10/13	Admin Update	3.1.1.1 b Fee change	Approved by BoM 21/10/13
20/03/14	Admin Update	3.1.1.1 b and c & 3.2.1.3 b and c "week four" changed to "census date" Minor grammatical correction.	Adam Niven.
18/12/14	Admin	Minor spelling correction	Adam Niven
25/02/18	Policy amendment	Adjustments to 1.2 & 3	David Smith
14/02/2019	Policy Amendment	Updated 1.4 and added 2.3.2 as a CRICOS requirement	Hanlie van Rooyen
05/04/2019	Policy Amendment	Inserted 3 as a FEE-HELP requirement, renumbered 4.	Hanlie van Rooyen
15/08/2019	Policy amendment	New template and amendments made.	Natalie Tierney Capital Review Group consultant