

## Refund Policy (GC)



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ABN 38 076 195 027

### Document

<b>Document Name</b>	Refund Policy (GC)
<b>Brief Description</b>	This Policy applies to all prospective and current students of Griffith College (including student applicants) who request to apply or a refund.
<b>Responsibility</b>	College Director and Principal
<b>Initial Issue Date</b>	31/01/2006
<b>Authorising Body</b>	Management Committee

### Version Control

<b>Date</b>	<b>Version No.</b>	<b>Summary of Changes</b>	<b>Reviewer Name and Department/Office</b>
07.03.2023	20	Wording revised to ensure clarity around acceptable refund requests and the forms to use.	College Director and Principal

### Related Documents

<b>Name</b>	<b>Location</b>
Assessment Policy	<a href="#">Policy Library</a>
Finalisation of Results Policy	<a href="#">Policy Library</a>
Withdrawal, Deferral and Leave of Absence Policy	<a href="#">Policy Library</a>
Change to Enrolment Policy	<a href="#">Policy Library</a>
Withdrawal, Deferral from Program Before Enrolment Policy	<a href="#">Policy Library</a>
Transfer of Provider Policy	<a href="#">Policy Library</a>
Student Complaints and Appeals Policy	<a href="#">Policy Library</a>
FEE-Help Loans Policy	<a href="#">Policy Library</a>
Refund Form	<a href="#">Refund Request Form</a>

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## 1 Purpose and Scope

### 1.1 Introduction

This Refund Policy sets out the approach of Griffith College relating to the management of student refunds.

### 1.2 Purpose

The purpose of this Policy is to set out the requirements and circumstances where students can apply for and receive a refund.

### 1.3 Scope

This Policy has been prepared in accordance with the following policies: Assessment Policy; Finalisation of Results Policy; Withdrawal, Deferral and Leave of Absence Policy; Change to Enrolment Policy; Withdrawal, Deferral from Program Before Enrolment Policy; Transfer of Provider Policy and the Student Complaints and Appeals Policy.

## 2 Policy Statement

### 2.1 Overview

This policy applies to all prospective and current students of Griffith College (including student applicants).

Once an applicant accepts a place offered by Griffith College and pays fees, or submits a Request for FEE-HELP, a binding contract for enrolment in a program is created between the student and Griffith College.

A student may cancel their enrolment in a course or program at any point in time. Depending on the timing of that request, a student may be subject to a cancellation charge as outlined in the tables below. For the purposes of this policy, cancellation charges for withdrawal from program will be based on Trimester fees which are defined as one full-time Trimester of study in any program at Griffith College (**40 credit points**).

A **course** is defined as a single subject of study. Students are required to enrol in a course/s each Trimester until they complete their program. If a student is not enrolled in any courses in a given Trimester, then they are not considered to be enrolled in a program.

A **program** is defined as a number of courses (subjects) which make up a qualification (e.g. Diploma, Foundation Program or Associate Degree).

The **census dates** for each program each Trimester is published in the Academic Calendar available on the Griffith College website and the Digital Campus (student portal).

No tuition refunds are considered unless the student has completed, cancelled or withdrawn from their program. Any overpayment of fees will remain credited towards a student's account and applied against charges in a subsequent Trimester.

## 2.2 Cancellation Charges

### 2.2.1 International Students

For the purposes of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency visa.

Where a student's visa renewal is rejected due to a breach in visa conditions subsequent to them commencing studies at Griffith College, the student must withdraw from Griffith College and subsequently be subjected to **cancellation fees** as shown in **Table A below**.

If a student is found to have provided false or misleading information, leading up to an offer of a place with the College, or while studying with the College, Griffith College reserves the right to retain up to 100% of any fees paid. In the event that the student has enrolled, Griffith College may terminate that student's enrolment. This clause does not apply in the event of a visa refusal prior to commencement.

A student who fails to meet the entry requirements for their program, and who is therefore forced to withdraw, will be charged an administration fee of \$500 to cancel their application/offer.

A student whose enrolment is terminated by Griffith College during the course of a Trimester, as a result of a serious breach of one or more of Griffith College policies, will not be entitled to any refund of fees with respect to that Trimester. Any outstanding fees, at the point of termination, will remain payable.

A student whose enrolment is terminated by Griffith College for poor academic performance at the end of a Trimester will be charged a cancellation fee of \$500.

A student who, without written advice to the College, fails to re-enrol in a Trimester by the last day to enrol for that Trimester, will be deemed to have withdrawn from their program. Cancellation charges will be applied based on **Table C: Program or Course Withdrawal** between Week 1 to Census Date.

If a student requests a program withdrawal after deferring one or more times, a cancellation fee will be payable in accordance with the Refund Policy. For the purposes of calculating the cancellation fee, the student will be deemed to have withdrawn from the trimester for which the original deferral was granted. Cancellation charges will be calculated as shown in the tables following.

An international student who withdraws from a course(s) prior to the census date for that Trimester will not be liable for tuition fees for that course(s). Where a student requests withdrawal from a course(s) after the census date for their program, cancellation charges will be calculated as shown in the table following. Withdrawal from all courses, before or after Census Date; resulting in no current enrolment, constitutes 'withdrawal from a program', as such the appropriate [Withdrawal, Deferral and Leave of Absence Policy](#), and refund conditions, apply.

An international student who is approved to transfer to another provider, before or after Census Date; resulting in no current enrolment, constitutes 'withdrawal from a program', and as such the 'withdrawal from program' refund conditions apply.

An international student who withdraws from a program prior to the commencement of classes, or after the commencement of classes will be subject to cancellation charges calculated as outlined in Tables A, B, C and D below.

In the event of exclusion from Griffith College, or a withdrawal from a course or the entire program where a scholarship has been applied, cancellation fees will be calculated in accordance with this Refund Policy and deducted from the scholarship amount. Any scholarship balance remaining after the exclusion or withdrawal will then be forfeited. Students must complete their program to be eligible for any balance of scholarship monies to be refunded.

**Table A: Notification of withdrawal due to student visa refusal:**

*Note: proof of refusal necessary, for example letter of visa rejection from Australian embassy*

<b>Visa refusal</b>	<b>Notification period</b>	<b>Cancellation fee</b>
All students	Any time prior to trimester commencement	A\$500*administration fee
Where the student has commenced study in an online mode while outside of Australia	After trimester commencement: up to 4 weeks after commencement and prior to Census date	A\$500* administration fee plus 30% of the fees paid of the enrolled courses
Where the student has commenced study in an online mode while outside of Australia.	After trimester commencement: up to 10 weeks after commencement	A\$500* administration fee plus 60% of the fees paid of the enrolled courses
Where the student has commenced study in an online mode while outside of Australia.	After 10 weeks of trimester commencement date	100% of the fees paid of the enrolled courses
Where the student is studying on campus and is onshore in Australia	See Table B of College Refund Policy.	See Table B of College Refund Policy.

**Table B: Program Withdrawal notification received prior to commencement of classes in any Trimester:**

<b>Notification Period</b>	<b>Cancellation fee</b>
More than 10 weeks prior to commencement	A\$500* administration fee
Up to 10 weeks prior to commencement	A\$500* administration fee plus 30% of the trimester fees
Up to 4 weeks or less, prior to commencement	A\$500* administration fee plus 60% of the trimester fees
Failure to meet entry requirements, any time prior to commencement	A\$500*administration fee

**Table C: Program Withdrawal notification received after commencement of classes in any Trimester:**

Refund Reason	Notification period	Cancellation fee
Withdrawal from a single course	Week 1 to Census date	No penalty
Withdrawal from a single course	Any time after Census date	100% of trimester course fee
Withdrawal from a program	Week 1 to Census date	A\$500* administration fee plus 70% of the trimester fees
Withdrawal from a program	Any time after Census date	100% of trimester program fee

**Table D: Termination of enrolment:**

Notification Period	Cancellation fee
During or end of Trimester (serious breach of Policy)	100% of trimester program fee
End of Trimester (poor academic performance)	A\$500*^ administration fee

\*Administration Fee (Education Services for Overseas Students (Calculation of Refund) Specification 2014).

^Tuition paid for that Trimester is not refunded.

Please note: An academic penalty will be applied for withdrawal of a program or course/s after Week 9 of the Trimester (Week 8 for Diploma of Health Care) for which the withdrawal applies. A "Withdraw with Failure" grade will be applied to the relevant course/s. Refer to the Griffith College [Assessment Policy](#) and the Griffith College [Finalisation of Results Policy](#) for more detail.

### 2.2.2 Domestic Students

For the purposes of calculating cancellation charges relating to this section of the policy, a Domestic student is defined as one who is an Australian or New Zealand citizen **or** the holder of a permanent residency visa.

A domestic student who withdraws from a course(s) **prior to the census date** for that Trimester will not be liable for tuition fees for that **course(s)** or, if applicable, will not incur a FEE-HELP debt for that Trimester.

The census date is published in the Academic Calendar.

Where a student requests withdrawal from a **course(s) after the census date** for the Trimester, cancellation charges will be calculated as shown in the table below.

Withdrawal from all courses, before or after Census Date; resulting in no current enrolment, constitutes 'withdrawal from a program', as such the appropriate Program Withdrawal policy, and refund conditions, apply.

A domestic student who withdraws from a **program** prior to the census date for that Trimester will not be liable for **tuition fees** for that program or, if applicable, will not incur a FEE-HELP debt.

Where a student requests withdrawal from a program after the census date of the Trimester, cancellation charges will be calculated as shown in Tables E and F below if applicable, the student will incur a FEE-Help debt for any course(s) they were enrolled into at the census date of that trimester.

A student whose enrolment is terminated by Griffith College during the course of a Trimester, as a result of a serious breach of one or more of Griffith College policies, will not be entitled to any refund of fees with respect to that Trimester and if applicable will occur a FEE-Help debt for that trimester.

Any outstanding fees at that point in time will remain payable.

A student whose enrolment is terminated by Griffith College for poor academic performance at the end of a Trimester will be charged a cancellation fee of \$500.

Any outstanding fees, at the point of termination, will remain payable.

A student who, without written advice to the College, fails to re-enrol in a Trimester by the last day to enrol for that Trimester, will be deemed to have withdrawn from their **program**.

Cancellation charges will be applied based on **Table E**, Withdrawal from program between Week 1 to Census Date.

In the event of a withdrawal from a course or the entire program where a scholarship has been applied, cancellation fees will be calculated in accordance with our Refund Policy and deducted from the scholarship amount. Any scholarship balance remaining after a withdrawal will then be forfeited.

**Table E: Program or Course Withdrawal**

<b>Notification Period</b>	<b>Cancellation Fee</b>
<b>Withdrawal from single course(s)</b>	
Week 1 to Census Date	No penalty
Census date to End of Trimester	100% of course fee
<b>Withdrawal from program</b>	
Week 1 to Census Date	No penalty
Census date to End of Trimester	100% of Trimester program fee

**Table F: Termination of enrolment**

<b>Notification Period</b>	<b>Cancellation Fee</b>
During or End of Trimester (serious breach of policy)	100% of Trimester program fee

End of Trimester (poor academic performance)	A\$500 (Trimester tuition fees paid will not be refundable)
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### 2.3 Procedures for Refunds

Refunds for tuition fees will not be considered unless the student has completed, cancelled or withdrawn from their program. Any overpayment of fees will remain credited towards a student's account and applied against charges in a subsequent Trimester.

A student who believes they are entitled to a refund of fees must complete the relevant form:

- [Program Withdrawal Form](#) with a [Refund Request Form if eligible after cancellation fees have been applied](#)
- [Request to Transfer Provider](#) with a [Refund Request Form if eligible after cancellation fees have been applied](#)
- [Refund Request Form](#)

The following requests may have an impact on a student's account however they will not be eligible for a refund:

- [Change to course enrolment form](#)
- [Request for Leave of Absence form](#)

All forms are available from the Digital Campus.

Where a student is entitled to a refund of fees as provided for by this policy, the refund will be paid within four (4) weeks of receiving the relevant form above and all of the required information.

Griffith College will use its best endeavours to ensure that students are aware of any available funds under this policy, however, it is the responsibility of the student to be aware of any available refunds on their account and to maintain current contact details. Any balance remaining on the student account three months after the student has completed, cancelled or withdrawn from the program will be forfeited. Students can access their account details through Griffith College's student portal.

### 2.4 Payment of Refunds

All refunds are paid in Australian dollars. Where it is necessary for Griffith College to convert the refund into a currency other than Australian dollars, in order for the payment to be made, it will be converted using the exchange rate on the date the payment is made. Griffith College will not be responsible for fluctuations in exchange rates.

Refunds will be paid only to the person who enters into the contract with Griffith College (normally the student) unless the person gives a written direction to Griffith College to pay the refund to another person.

Payments received via credit card will be refunded to the originating credit card account.



Where a student has been approved to transfer to another provider, refunds can be remitted to another Australian education institution, upon application by the student, subject to the receipt of documentary evidence from the education institution regarding the student's transfer.

## 2.5 Exceptional Circumstances (domestic and international students)

Any student whose cancellation of enrolment for a course or program was due to exceptional circumstances can request that cancellation charges be waived or reduced or, if applicable for an eligible domestic student, request a remission of their FEE-HELP debt. Requests should outline the reasons for the withdrawal and include documentary evidence, such as medical certificates, to support the request. Requests must be made in writing within twelve months of the date of the withdrawal request.

## 2.6 Suspension or cessation of delivery of a program or course

Griffith College reserves the right to withdraw a program or course(s) from offer at its discretion. If a student is unable to enrol in a similar program or course(s) at Griffith College and the enrolment is cancelled, all fees will be refunded. In the event of default by Griffith College as the provider, the provisions of the; Education Services for Overseas Students (ESOS) Act 2000; Education Services for Overseas Students (ESOS) Regulations 2001; and Higher Education Support Act (HESA) 2003 will apply.

## 2.7 Appeals

Students who dispute Griffith College's decision regarding a refund can lodge an appeal under provisions contained within the [Student Complaints and Appeals Policy](#).

The binding contractual agreement between Griffith College and the student, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

## 3 Responsibilities

Responsibility	CDP	CFM	QCM	DSAS	AB	DMA	All
Maintain currency of this policy	A		R	C	I	C	S
Assist students with refund request documentation	A			R			
Process requests for refund	I	S	A	R	I	C	
Deliberate and Decide on requests for refund	A	S	S	R	I	C	
Process outcomes of request for refund	I	A	S	R	I	S	
Update student records	A	I	S	R	I	S	
CDP = College Director & Principal, CFM = College Finance Manager, QCM = Quality & Compliance Manager, DSAS = Director, Student & Academic Services, DMA = Director, Marketing & Admissions, AB = Academic Board, All = Staff							

4 Compliance

4.1 General

College Director & Principal will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy and how they can make refund requests through the College website and support from Student and Academic Services and Support teams.

4.2 Relevant Legislation

- Education Services for Overseas Students (ESOS) Act 2000;
- Education Services for Overseas Students (ESOS) Regulations 2001; and,
- Higher Education Support Act (HESA) 2003

4.3 Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

4.4 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	College Director & Principal	Policy Hub	Permanently with control in place for revisions	Policy Hub archive