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<th>Approved by:</th>
<th>Manager Academic Governance and Compliance</th>
<th>Date:</th>
<th>29 February 2012</th>
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<tr>
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<td>Custodian:</td>
<td>Head of Vocational</td>
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<td>Supporting Documents, Procedures &amp; Forms:</td>
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1. **Purpose of Policy**

1.1 This policy sets out the circumstances that a student is entitled to a refund and the process a student must follow to get a refund if they withdraw from a course or VET unit of study.

2. **Scope**

2.1 This policy applies to all students enrolled in either a Qualification (VET) Course or a Short Course offered by UOW College (UOWC). References to VET FEE-HELP are not applicable to Short Courses.

2.2 Students enrolled in a VET course offered by another provider under a partnership arrangement with UOWC are excluded from this policy and should refer to the partner’s Refund Policy.

2.3 VET FEE-HELP assistance is available to eligible students enrolled in approved Diploma programs only. Refer to the UOWC website at [www.uowcollege.edu.au](http://www.uowcollege.edu.au) for details.

3. **Payment of Refunds**

3.1 Students must provide written advice of withdrawal to ensure they are eligible for a refund. Students who fail to attend or stop attending a course without notifying UOWC will incur the full fee liability.

3.2 Refunds will be made within 10 working days of the written advice of withdrawal. Students will be provided with a written statement that explains how the refund amount was calculated.

3.3 Refunds will be paid to the original payee.

4. **Student Initiated Cancellations – Qualification Courses**

4.1 Where a student withdraws from a VET unit of study on or before the relevant census date/cut-off date, the tuition fees paid for that unit of study will be refunded in full. Students who have chosen to access VET FEE-HELP will not incur a VET FEE-HELP debt for that unit of study.

4.2 Students who withdraw from a VET unit of study on or before the census date/cut-off date, including those who are, or would be entitled to VET FEE-HELP assistance, are not required to apply for a refund of VET tuition fees, the act of withdrawing being sufficient action by the student.
4.3 Where a student withdraws from a VET unit of study after the relevant census date/cut-off date, no refund will be paid and the student is liable for full payment of the total cost of the unit in which they have enrolled. Students who have chosen to access VET FEE-HELP will incur a VET FEE-HELP debt for that unit of study.

4.4 Where a student withdraws from a VET unit of study after the relevant census date/cut-off date and believes special circumstances apply, the tuition fees paid for that unit of study may be refunded. For students who have chosen to access VET FEE-HELP, UOWC will re-credit the student’s FEE-HELP balance in full for that unit of study in cases where it is found that special circumstances apply.

4.5 Applications for refunds or to have a FEE-HELP balance re-credited must be made in writing to the VET Coordinator. (Refer to “Student Review Requirements & Re-Crediting a FEE-HELP Balance”.) Students who have not chosen to access VET FEE-HELP may also be given the option of enrolling in the next available equivalent course at no additional cost.

5. Student Initiated Cancellations – Short Courses (Not Relevant to VET FEE-HELP)

5.1 Where a student withdraws at least 20 days prior to course commencement, all fees paid less an administration fee of 20% of the total course fee will be refunded.

5.2 Where a student withdraws at least 6 but less than 20 days prior to course commencement, all fees paid less 50% of the total course fee will be refunded.

5.3 Students are not required to apply for a refund, the act of withdrawing being sufficient action by the student.

5.4 Where a student withdraws within 5 days of course commencement or after course commencement, no refund will be paid and the student is liable for full payment of the total cost of the course in which they have enrolled.

5.5 If a student withdraws on medical or compassionate grounds prior to or after course commencement, students will be given the option of either enrolling in the next available equivalent course at no additional cost or a refund of course fees paid less an administration fee of 20% of the total course fee.
6. **UOWC Initiated Cancellations – All Courses**

6.1 Where UOWC is unable to deliver the course in full, students will be given the option of either enrolling in the next available equivalent course at no additional cost, or:

i. **For short courses:** a full refund of course fees paid,

ii. **For Qualification courses:** a full refund of the course fees paid for any Units of Competency not completed. This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

7. **Refund Decisions**

7.1 Students dissatisfied with a refund decision have the right to appeal.

- Students who have chosen to access VET FEE-HELP should refer to “Student Review Requirements & Re-Crediting a FEE-HELP Balance”

- All other students should refer the UOWC Non-Academic Grievance Policy & Procedure.

7.2 This Refund Policy does not remove the student’s right to take further action under Australian consumer protection laws.

8. **Version Control and Change History**

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<tr>
<th>Revision No.</th>
<th>Date Approved</th>
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<tr>
<td>1</td>
<td>24/11/11</td>
<td>24/11/11</td>
<td>Julie Renwick</td>
<td>Complete Review of Policy</td>
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<tr>
<td>2</td>
<td>29/02/12</td>
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<td>Julie Renwick</td>
<td>Updated to comply with VET FEE-HELP requirements</td>
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<td>3</td>
<td>13/09/13</td>
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<td>Cristine Russell</td>
<td>Change of ITCC to UOW College</td>
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