

## Tuition Fee Refunds and Removal of FEE-HELP Debts – Domestic Students Procedure

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### 1. PURPOSE

The purpose of this procedure is to provide an outline for determining tuition fee refunds to students withdrawing from a course or unit of study.

### 2. SCOPE

This procedure covers tuition fee refunds for new and continuing domestic students at JMC Academy who withdraw from a course of study or who apply for special consideration.

### 3. DEFINITIONS

**Beyond a person's control** – A person's circumstances are beyond that person's control if a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible. This situation must be unusual, uncommon or abnormal.

**Census Date** – is the date set for each trimester that is the last date a domestic student can withdraw from a course of study and/or unit without incurring financial penalty.

**Course of Study** – is the award delivered by JMC Academy.

**Deferral** – A suspension of study for an agreed and approved period of time whereby a student's place in that course of study is held for them.

**Domestic Student** – a student who is an Australian Citizen or and Australian Permanent Resident or a New Zealand Citizen.

**FEE-HELP Assistance** – is the Commonwealth Government loans scheme that assists eligible domestic students to meet the cost of their tuition fees.

**Serious illness** – is an unexpected illness of a serious nature, a recurrence of a chronic illness or an accident with a serious impact on one's health

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**Special Circumstances** – Circumstances which are an exception to the rule and beyond a student's control.

**Unit of Study** – a single component or subject that a student undertakes as part of a course of study that leads to an award.

**Up-front Payment** – Tuition fees that are paid by the student prior to the commencement of study directly to JMC Academy with no contribution from the Commonwealth Government.

**Withdrawal** – The cancellation of enrolment

## 4. PROCEDURE

### 4.1. Withdrawal or deferment after enrolment and prior to the commencement of the trimester, or prior to or on the CENSUS date

A fee refund is not automatic on the withdrawal, deferral, cancelling or suspension of enrolment on or before the relevant Census Date.

All students must formally submit either a signed '*Application for Withdrawal Form*' or a signed '*Application for Deferral of Course Commencement*'.

Upon receipt of the written advice, Administration will check for completeness prior to forwarding to the Campus Manager for their review and approval. Incomplete forms will not be processed and will be returned to the applicant.

If the withdrawal is on or before the relevant Census Date, the Campus Manager will approve the application and authorise the relevant amendments to the student's administrative records and financial accounts, and where relevant, the cancellation of the FEE-HELP debt.

Under circumstances where a student has paid upfront fees the Campus Manager, subsequent to approval of the written application, will calculate the appropriate refund and forward to the Director of Finance and Operations for processing.

A request for a refund or re-credit received on or before the relevant Census Date is normally processed within ten working days of the receipt of a complete written application.

### 4.2. Withdrawal or deferment after the CENSUS date

- Students in these circumstances will incur a FEE-HELP debt, or
- Students, who have paid their fees up-front, will not be entitled to a refund.

### 4.3. Withdrawal or deferment after the CENSUS date – *special circumstances*

- Students in these circumstances will incur a FEE-HELP debt, or
- Students, who have paid their fees up-front, will not be entitled to a refund.

#### UNLESS

- The student has been unable to complete the requirements of the units of study, and
- The student believes that this was due to *special circumstances*, and
- The student applies to JMC Academy for a tuition fee refund or to re-credit their FEE-HELP debt.

If JMC Academy is satisfied that *special circumstances do apply*, it must:

- approve the application, and
- refund the fees, or
- remove the FEE-HELP debt, and refund to the Commonwealth Government the amount of FEE-HELP paid to JMC Academy on behalf of the student.

## SPECIAL CONSIDERATION

A student, including students who have withdrawn from the course after the Census Date, may apply to have their tuition fees refunded or their FEE-HELP balance re-credited if they have met the requirements of special circumstances as outlined in the Policy, *Tuition Fee Refunds and Removal of FEE-HELP Debts – Domestic Students*.

This application must be:

- made only when the student believes that special circumstances apply,

- in writing addressed to the Campus Manager,
- received within 12 months of withdrawing, and
- accompanied by independent supporting documentary evidence which substantiates the claims.

The Campus Manager will:

- consider the application on its merits and if it satisfies all the requirements of special circumstances as outlined in the related Policy,
- grant the re-crediting of the FEE-HELP debt or the refunding of the tuition fees paid up-front to JMC Academy.

The Campus Manager may also seek to confer with the Director of Finance and Operations prior to making a formal decision.

Students will be notified in writing of the outcome of their request within 20 working days of receipt of the application.

If a refund or re-credit of FEE-HELP is approved, the Campus Manager will inform the Director of Finance and Operations of the decision and forward all appropriate documentation for processing.

The refund of upfront fees will be repaid to the person who originally made the payment within 10 working days from the date of notification of approval in writing.

The re-crediting of a FEE-HELP debt will be processed and reported to the Commonwealth Department of Education, by JMC Academy, within 20 working days. Any processing delays by either the Commonwealth Department of Education and the Australian Taxation Office is outside the control of JMC Academy.

Should an application under special circumstances be rejected, the student will have an option to appeal the decision within 10 working days of receiving the notification, under the Student Complaints and Appeals Policy.

## 5. COMPLAINTS and APPEALS

To appeal against any decisions made under this procedure

- Students may access the Student Complaints and Appeals Policy and its associated procedures,
- JMC Academy staff may access the Grievance Handling Policy.

## 6. POSITIONS RESPONSIBLE FOR IMPLEMENTING PROCEDURE

- Governing Council
- Academic Board
- Senior Management
- JMC Academy Staff (academic and non-academic)
- JMC Academy students

## 7. RELATED DOCUMENTS

- Tuition Fee Refunds and Re-Crediting FEE-HELP debts – Domestic Students Policy
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Diversity Equity and Inclusion Policy
- JMC Academy Glossary

## 8. RELATED LEGISLATION

This Procedure supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,

## 9. PROCEDURE REVIEW DATE

13<sup>th</sup> August 2022

## 10. VERSION CONTROL TABLE

Title	<i>Tuition Fee Refunds and Removal of FEE-HELP Debts – Domestic Students Procedure</i>			
Maintained By	Chief Executive Officer			
Approving Authority	Governing Council			
Approved Date	13/08/2019			
Version Number	Modified By	Modifications Made	Date Modified	Status
	A Broughton		07/03/2016	Superseded
2.0	G. Markakis	Consolidated all existing Fee Procedures into one comprehensive procedure. Students appealing refund/re-credit decision are referred now to JMC Academy Students Complaints and Appeals Policy	24/07/2019	Current Approved by the Governing Council on 13/08/2019