

# Refund of Tuition Fees Policy and Procedures for UNE English Language Centre Students

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<b>Related documents:</b>	National Code 2007 UNE Guidelines for Compassionate and Compelling Circumstances

## Rationale and Scope

The University of New England has a Refund Policy specific to English Language Centre (ELC) students. It is based upon and is in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the 2007 National Code). This policy applies to all English Language Centre students regardless of the person actually paying the fees.

For the purposes of the following principles, the term 'tuition fee' is the fee paid by the student, which is normally for the duration of the English Language Centre program offer.

Additionally, the term 'start date' refers to the first day an English Language Centre student commences their English language course.

## Policy

1.1 If a student seeks a refund, they must inform the Deputy Director of Studies, ELIS in writing; this can be via posted letter, fax or by email. The following information must be included:

- a) Full name;
- b) UNE Student Number;
- c) The date the course starts or started;
- d) The date the student intends to withdraw from the course (if already commenced); and
- e) Documentary evidence where withdrawal is based on exceptional circumstances

1.2 It is the student's responsibility to keep a copy of the letter/fax/email and a record of when it was sent to the Deputy Director of Studies.

1.3 The amount a student is to be refunded depends on when they notify the Deputy Director of Studies of their request for a refund, as follows:

- a) If a student notifies the Deputy Director of Studies of their withdrawal prior to the start date, all tuition fees are refundable.
- b) If a student notifies the Deputy Director of Studies of their withdrawal after the start date, a full refund will be granted less the fees for any weeks remaining in the student's current study period; i.e. the term in which they are enrolled at the time of their withdrawal.
- c) If a student notifies the Deputy Director of Studies of their withdrawal after the start date, the International Services Fee will not be refunded.

1.4 In addition to the above, notice of withdrawal due to compassionate or compelling circumstances may be accepted by the Director, English Language and International Services as grounds for a refund for the remainder of the fees paid from the date the request was lodged or if for a medical reason, from the date the student could no longer attend class. Applications must provide acceptable documentary evidence stipulated in UNE's Guidelines for Compassionate and Compelling Circumstances.

1.5 If a student fails to obtain a Student Visa to study at UNE, the University will refund 100% of the tuition fees paid.

1.6 A student whose visa is cancelled shall not be eligible for a refund unless there are compassionate or compelling circumstances.

1.7 In cases where an offer was made on the basis of fraudulent documents, UNE reserves the right to retain any portion of the tuition.

1.8 Refunds to English Language Centre student will be paid within four (4) weeks after the Deputy Director of Studies receives a student's written request for a refund. All refunds will be paid to the person or body who originally paid the tuition fees.

1.9 In the event that an Offer of Admission is withdrawn by the University or it is unable to provide the course, all tuition fees paid are fully refundable, unless the offer was made on the basis of incorrect or incomplete information supplied by the applicant or student. In such cases, UNE reserves the right to retain up to 10 per cent of the tuition fee as well as any cost incurred in recruiting the student.

## **Procedure**

2.1 Written notification of intent to seek a refund is provided to the Deputy Director of Studies by the student, together with any relevant documentation.

2.2 For students that have commenced their course, the Deputy Director of Studies forwards the request and recommendations to the International Services Officer.

2.3 For students that have not commenced their course, the Deputy Director of Studies forwards the request and recommendations to the Manager, International Recruitment and Admissions.

2.3 The International Services Officer or Manager, International Recruitment and Admissions places the correspondence on the Records Management System via TRIM.

2.4 For students that have not commenced their course, the Manager, International Recruitment and Admissions requests a refund through Accounts Receivable, Financial Services Directorate.

2.5 For students that have commenced their course, the International Services Officer requests a refund through Accounts Payable, Financial Services Directorate via a Sundry Claim Form. The form will include:

- a) The student's full name
- b) The UNE student number
- c) The student's home address
- d) The student's band details

2.5 For students sponsored by an outside government or agency, the International Services Officer will raise a credit note for any refundable fees to the sponsoring body.

Authorised by



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**Director, English Language and International Services**

25.08.2011

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**Date**