

## F001 STUDENT FEES AND REFUNDS

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<b>Authorised By:</b>	SAIBT/CELUSA Executive	<b>Date Authorised:</b>	04/03/2010
<b>Effective Date:</b>	31/05/2010	<b>Review Due Date:</b>	04/03/2011
<b>Version Number:</b>	1.0	<b>Last Amendment Date:</b>	n/a

**Implementation & Review:** SAIBT/CELUSA Executive

**Superseded Documents:** F001 Fees Cancellations and Refunds, 1/09/2007

**Related Documents:** Fee Refund Procedure  
Non-Academic Appeals Procedure  
Glossary of Terms

Any person who requires assistance in understanding any aspect of this document should contact the Finance Department.

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### 1 Purpose

This policy outlines how annual program fees are set and charged and circumstances under which students are eligible for fee refunds.

### 2 Scope

The policy and related procedures apply to any of the programs operated by South Australian Institute of Business and Technology Pty. Ltd, trading as the South Australian Institute of Business and Technology (SAIBT) and the Centre for English Language in the University of South Australia (CELUSA). Related procedures apply to all SAIBT and CELUSA students, and Student Services Centre and finance department staff.

### 3 Definitions

### 4 Policy Principles

#### 4.1 Fees

Fees for programs are:

- a) established by the management of SAIBT
- b) payable to the SAIBT/CELUSA Student Fees Account
- c) charged at a reasonable and commercial rate to ensure profitability of SAIBT/CELUSA, in accordance with the requirements of HESA.
- d) reviewed at least annually at the time of reviewing the Business Plan
- e) accessible to potential students and clearly stated on the letter of offer

Once a student accepts an offered place and pays fees or submits a request for FEE-HELP, a binding contract is created between the student and the Institute. The first semester's tuition fee in the case of SAIBT, and the total fee in the case of CELUSA, is payable at the time of registration for a program, unless other arrangements have been made with the College Director.

The person signing the acceptance forms is liable for payment of all fees. By enrolling in the program the student undertakes to complete the course in which they have enrolled and to pay all the fees.

#### **4.2 Refunds**

A student who wishes to claim a fee refund will need to complete a Refund Form. Depending on the timing of the withdrawal from the program or course, the student may or may not be eligible for a fee refund. See attached procedure and schedule for refund eligibility. All withdrawals must be notified in writing on the correct form.

Students who are officially sponsored will not be permitted to request a refund of any tuition fee credits. In such circumstances, the recorded sponsor must apply to the institution for a refund.

All refunds will be processed promptly and in accordance with relevant legislative requirements.

#### **4.3 Census Date**

For students enrolled in a SAIBT program, the last working day of week 4 of any semester is the census date for the purposes of HESA. For students studying a CELUSA program, the census date is the first day of any teaching period.

#### **4.4 Appeals**

Students who are dissatisfied with the outcome of the application of any part of this policy or related procedures may lodge an appeal in accordance with the *Non-Academic Appeals Procedure*. Nothing in this policy or related procedures removes the right of a student to take further action under Australia's consumer protection laws.

### **5 Responsibilities**

<b>POSITION/AREA</b>	<b>RESPONSIBILITY</b>
Finance Department	Processing refunds in a timely and efficient manner
Student Services Centre	Accepting and checking forms
Student	Completing forms, providing all relevant information

### **6 Dissemination**

This policy and related procedures will be provided to staff as part of induction. Students will be made aware of this policy and related procedures as part of the offer package.

### **7 Policy Revision**

This policy may be revised from time to time without notice. The current version is always available in electronic format from the SAIBT and CELUSA websites.