

Sydney TAFE Refund Policy

Purpose and Scope

This document outlines the learners' rights and obligations with regards to the refund of course fees.

Related Policies and Procedures

The Sydney TAFE policy should be read in conjunctions with the TAFE NSW policy.

[NSW Government Subsidised Training - Fees and Refunds - TAFE NSW](#)
[VET FEE-HELP Tuition Fee and Refund Policy - TAFE NSW](#)
[FEE-HELP Applying and Fees](#)

Policy

The SI policy in brief:

- Refund provisions are the same for government subsidised and fee for service programs/ courses
- There are special refund provisions where students use VET FEE HELP and FEE HELP to pay for their course.
- There are no refunds for:
 - Short courses (courses less than 1 term or 9 weeks in duration)
 - Part qualifications or concessions after commencement
- Refunds after participation cannot be more than 80% of the course fee
- Refunds may apply in exceptional circumstances
- Refunds may apply if a student exits having completed the requirements for a lower level qualification
- This policy applies regardless of payment option, with the exception of VET Fee-Help and FEE HELP courses

REFUNDS – All fees except those paid using VET FEE HELP and FEE HELP

1. Refunds on the basis of Withdrawal from Study – excluding VET Fee-Help AND Fee Help courses:

- 1.1. To be considered for a refund based on withdrawal from study a student must submit a completed [TAFE NSW Withdrawal/Refund Application Form](#).

- 1.1.1. Students are eligible for a refund if the student withdraws with relevant notice before the specified course commencement date or student participation in course.
 - 1.1.2. Withdrawal notice can be given without fee penalty up to the date of student's commencement i.e. a full refund applies until such times as the student commences.
- 1.2. After a course is commenced, a student may apply for a partial refund for the units/modules where participation has not been recorded.
 - 1.2.1 Any partial refund will be to a maximum 80% of the total course fee i.e. 20% of the total course fee will not be refunded once a student has commenced and will be calculated based on the remaining units to be studied for course completion.
 - 1.2.2 Eligibility for a refund of up to the remaining 80% of the course fee will be dependent on participation in units/modules i.e. only units/modules where participation has not been recorded will be refunded.
- 1.3. Students who have elected to pay by instalment and withdraw before they have met their financial obligation based on their course participation will be sent an invoice with a final amount owing.
 - 1.3.1. Failure to pay this final amount owing is a breach of student discipline and will result in the withholding of students transcripts/testamurs for all TAFE NSW course enrolments.
- 1.4. No refunds will be given for part qualifications or concessional fees after the specified course commencement or participation by the student has begun.
- 1.5. Where a student withdraws having completed all the requirements for a lower level qualification which attracted a lower student fee, the student will be eligible to apply for a refund of the relevant fee differential less a \$100 administration processing charge.
- 1.6. A student is not eligible for a full refund if their eligibility for government subsidised training is not correctly declared at enrolment or their employment status changes.
 - 1.6.1. The exception to this is:
 - 1.6.2. When a student enrolls in a government subsidised course and as a result is eligible to receive Youth Allowance or Austudy and become eligible for a concession.

1.6.2.1 These students must provide documentation from Centrelink confirming they are now eligible for a concession fee within two weeks of enrolment and/or participation.

1.6.3. When a student enrolls in a government subsidised course as an apprentice/trainee and pays the apprenticeship/traineeship applicable fee.

1.6.3.1 These students must provide confirmation of a Vocational Training Order by submitting their Training Plan to Sydney TAFE within 12 weeks of commencing of their training.

2. Refunds on the basis of RPL and Credit

2.1. Students who have enrolled and paid for a full qualification fee and then applied for and been granted recognition of prior learning (RPL) and/or credit transfer (CT) for unit/s of competency/modules will have their enrolment fee re-calculated at a rate of 50% reduction for RPL and 100% reduction for CT for each unit/module granted RPL and / or CT and will receive the relevant refund.

2.2. Students who have enrolled and are paying for their qualification by instalments and who have applied for and been granted recognition of prior learning (RPL) and/or credit transfer (CT) for units of competency/modules will have their enrolment fee re-calculated at a rate of 50% reduction for RPL and 100% reduction for CT for each unit/module granted RPL and / or CT and have their subsequent instalment fees adjusted accordingly.

3. Refunds on the basis of Sydney TAFE cancelling courses¹

(Applicable to both government subsidised and fee for service courses)

3.1. Students whose courses have been cancelled will receive a refund based on the fee they have paid and the units of competency/modules they have achieved results in.

3.1.1. Students will receive a full refund minus the cost of the units of competency/modules for which they have received results to allow the student to complete the qualification at a new provider without having a negative financial impact on the student.

¹ Sydney TAFE has obligation under the Smart & Skilled contract to ensure that cancellations of government funded courses will generally occur in advance of the course start date and only otherwise in exceptional circumstances.

4. Refunds on the basis of exceptional circumstances

- 4.1. Sydney TAFE may consider requests for full refunds after course commencement or participation in units of competency/modules based on appropriate evidence provided for exceptional circumstances e.g. serious illness or misadventure beyond a student's control.
- 4.2. Students must request consideration of extenuating circumstances in writing, including appropriate evidence, and submit to their Faculty Director.
- 4.3. Each application will be assessed on an individual basis by their Faculty Director or delegate.
- 4.4. Generally, the following circumstances are not regarded as grounds for refunds:
 - Change of job
 - Change to work hours
 - Your travel to the College becomes inconvenient
 - You move interstate
 - You are retrenched or made redundant

5. Deferrals – all government subsidised courses except Vet Fee-Help

- 5.1. An enrolled student in a government subsidised course who requests a deferral is not eligible for a refund of any fees paid, as Sydney TAFE is holding a place open for them.
- 5.2. An enrolled student in a government subsidised course who requests a deferral will be required to apply by completing the [TAFE NSW Withdrawal/Refund Application Form](#) providing the reason for the request and submitting it to their College's Customer Service Centre.
- 5.3. Upon receipt of the Withdrawal/Refund Application form the student will be provided with information on the fee implications of deferring.
- 5.4. Students will be able to defer for a maximum of 12 months from the date the Withdrawal/Refund Application form is submitted.
- 5.5. Students will be advised in writing of the outcome of their request for deferral.
- 5.6. While Sydney TAFE will endeavour to place students in the same qualification, without the student incurring additional costs, this cannot be guaranteed in all circumstances e.g. where there is a release of a new Training Package and/or the old Training Package qualification is not available when a deferred student wishes to recommence their studies.

5.7. Students who do not recommence training within the approved time frame will forfeit their place and will be treated as a new student and will incur a new student fee.

6. Refunds – for students using Vet Fee-Help

6.1. All students who formally withdraw from their Unit of Study (UoS) need to advise Sydney TAFE in writing using the TAFE NSW Withdrawal Application Form for VET Fee-Help Students.

6.2. A student who formally withdraws on or before the UoS Census Date (20% of the way through a UoS):

- Is entitled to a full refund if payment has been made upfront;
- Does not incur debt with the Commonwealth Government if they have taken out a VET Fee-Help loan.

6.3. A student who formally withdraws after the Census date has passed will:

- Receive no refund if they have paid upfront;
- Is liable for the full debt to the Commonwealth if they have taken out a VET Fee-Help loan.

6.4. If a student citing special circumstances, formally withdraws from a UoS after the census date, Sydney TAFE may consider with evidence of the special circumstances having their VET Fee-Help balance re-credited and the HELP debt removed.

The special circumstances for which Sydney TAFE requires students to provide evidence and demonstrate could include circumstances that:

- Were beyond the student's control.
- Did not make their full impact on the students known until after the census date.
- Made it impracticable for the student to complete the UoS requirements.

Special circumstances do not include:

- Lack of knowledge or understanding of requirements for Vet Fee-Help assistance.
- Incapacity to repay a Vet Fee-Help debt, as repayments are income contingent. A student may apply to the Tax Office for a deferral of a compulsory repayment in certain circumstances.

6.5. To apply for a re-credited VET Fee-Help debt a student must complete the [TAFE NSW VET Fee-Help Application to re-credit a Fee-Help balance form](#) attaching separately the special circumstances reasons and evidence on which they are applying for a re-credit of the VET Fee-Help debt.

Only independent original or certified copy documentation will be accepted
e.g. a letter from a doctor.

7. Refunds – for students using Fee-Help

7.1. All students who formally withdraw from their Unit need to advise Sydney TAFE in writing using the [TAFE NSW Withdrawal Application Form for Higher Education Students](#).

7.2. A student who formally withdraws on or before the Unit Census Date (20% of the way through a Unit):

- Is entitled to a full refund if payment has been made upfront.
- Does not incur debt with the Commonwealth Government if they have taken out a Fee-Help loan.

7.3. A student who formally withdraws after the Census date has passed will:

- Receive no refund if they have paid upfront.
- Is liable for the full debt to the Commonwealth if they have taken out a Fee-Help loan.

7.4. If a student citing special circumstances, formally withdraws from a Unit after the census date, Sydney TAFE may consider with evidence of the special circumstances having their Fee-Help balance re-credited and the HELP debt removed.

The special circumstances for which Sydney TAFE requires students to provide evidence and demonstrate could include circumstances that:

- Were beyond the student's control.
- Did not make their full impact on the students known until after the census date.
- Made it impracticable for the student to complete the Unit requirements.

Special circumstances **do not** include:

- Lack of knowledge or understanding of requirements for Fee-Help assistance.
- Incapacity to repay a Fee-Help debt, as repayments are income contingent. A student may apply to the Tax Office for a deferral of a compulsory repayment in certain circumstances.

7.5. To apply for a re-credited Fee-Help debt a student must complete the [TAFE NSW Higher Education Fee-Help Application to re-credit a Fee-Help balance or refund tuition fees form](#) attaching separately the special circumstances reasons and evidence on which they are applying for a re-credit of the Fee-Help debt.

Only independent original or certified copy documentation will be accepted
e.g. a letter from a doctor.

Definitions

N/A

Delegations

Refer to items T10.2 and 10.3 of the [Sydney Institution Sub-delegation](#) under the TAFE Commission Act 1990.

References and Related Information

[NSW Government Subsidised Training - Fees and Refunds - TAFE NSW](#)
[VET FEE-HELP Tuition Fee and Refund Policy - TAFE NSW](#)
[FEE-HELP Applying and Fees](#)

Penalties for non-compliance

Failure to comply will generate impact to the Institute's revenue and cause unnecessary grievance from learners.

Associated Forms and Documents

[TAFE NSW Withdrawal/Refund Application Form.](#)
[TAFE NSW VET Fee-Help Application to re-credit a Fee-Help balance form](#)
[TAFE NSW Withdrawal Application Form for Higher Education Students.](#)
[TAFE NSW Higher Education Fee-Help Application to re-credit a Fee-Help balance or refund tuition fees form](#)