



Document: Refund Policy – Domestic Students		
Approved by: Executive Management Team WIN Higher Education	Version: 2.2	Date: 11.2018

Overview

Wentworth Institute of Higher Education (“WIN Higher Education”) fully complies with the requirements of the Higher Education Support Act 2003 (HESA). This policy details the circumstances and processes for refunds and/or reversal of FEE-HELP debts for domestic students.

Refund Policy and Procedure

1. If a student withdraws any time on or before the *Census Date* he/she will receive a full refund of prepaid fees. A student can apply to the Student Services Officer and a decision will be made within 5 working days.
2. If a student withdraws after the *Census Date* there will be no refund of fees or reversal of a FEE-HELP debt except under *Special Circumstances* which have been determined in accordance with the Higher Education Support Act 2003 as circumstances which:
 - a. Were beyond the student's control, and
 - b. Did not make their full impact until on or after the *Census Date*, and
 - c. Were such that they made it impractical for the student to complete his/her study requirements.
3. A student can apply to the Student Services Officer for a refund of fees or re-crediting of FEE-HELP balance if he or she withdraws from studies after the census date and/or has not been able to complete the requirements of a subject or subjects because of *Special Circumstances* outlined in Clause 2. Appropriate supporting documentation will need to be provided.
4. The ***Census Date*** for each course offered at WIN Higher Education is published on its website and made public in all relevant publications and documentation. The *Census Date* will be at least 20% of the way through the study period for any enrolled unit of study.
5. If an application is successful, the decision letter will include the reasons for the decision to refund paid tuition fees and/or re-credit a FEE-HELP balance; the FEE-HELP balance that will be re-credited and the FEE-HELP debt that will be reduced (if applicable); the upfront payment amount that will be refunded if such a payment was made; and who to contact for further questions.
6. If an application is unsuccessful, the decision letter will include the reasons for the decision not to refund paid tuition fees and/or re-credit a FEE-HELP balance; how to submit a valid request for a review of this decision; and who to contact for further questions.
7. Refunds of fees will be paid within 20 working days of the decision letter.
8. Where a request to re-credit a student's FEE-HELP balance is granted, a student's FEE-HELP debt is removed in respect of the applicable units studied.
9. WIN Higher Education will refund to the Commonwealth the amount of FEE-HELP paid to it on behalf of the student, if the student's request is successful. WIN Higher Education will notify the Department of Education and Training through the HELP Variations File.

Appeals Procedure

If a student's application for refund is unsuccessful, the student can appeal the decision. Refer to WIN Higher Education's Procedures for Student Review for Re-Credit of FEE-HELP.

General

This refund policy does not remove students' rights to take further action under Australian Consumer Protection Laws.