1. Purpose

The Tuition Fee Refund Policy for VET FEE-HELP Courses Policy (this Policy) establishes guidelines for refunds which apply to a withdrawal from a VET Unit of Study or a VET Course of Study on or before the census date.

2. Scope

The purpose of this policy is to provide Challenger Institute staff and domestic students enrolled in a VET FEE-HELP enabled course refund guidelines which apply to a withdrawal from a VET Unit of Study or a VET Course of Study on or before the census date.

3. Approval and version control

The Challenger Executive must approve any material amendments to a policy and each new policy. A Responsible Officer (RO) will approve immaterial amendments to a policy. An RO shall consult the Planning and Evaluation unit in determining whether amendments to a policy are material.

The following table provides version control related information with respect to this Policy. Despite the inclusion of version control, policy users must ensure they are using the most current version of this Policy available from the Document Management System.

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description of version</th>
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<td>1.0</td>
<td>1 December 2013</td>
<td>Approved by General Manager Client Services and Communications.</td>
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4. Key definitions

**Challenger Executive** refers to the CEO and their direct management reports.

**Document Management System** refers to the online repository of policies, procedures and forms maintained by the Planning and Evaluation unit available through the Intranet.

**Responsible Officer** refers to the General Manager responsible for reviewing this Policy as required.

**FEE-HELP** is a Commonwealth Government loan scheme helping eligible students to defer paying fees for undergraduate and postgraduate units.

A **Census Date** is the last day a student may withdraw from a VET Unit of Study in which they are enrolled without incurring a liability for tuition fees or a VET FEE-HELP debt.

**Challenger Institute** refers to the Challenger Institute of Technology, including all its campuses, departments, centres, business units, corporate units and delivery centres.

**VET FEE-HELP** is an income contingent loan scheme for the Vocational Education and Training (VET) sector that is part of the Higher Education Loan Program (HELP).

**VET Course of Study** refers to a structured program consisting a number of units of study that lead to the award of a VET Diploma or above qualification.

**VET Unit of Study** refers to a published unit of study that forms part of a VET Course of Study.

A **student** is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET FEE-HELP enabled course with Challenger Institute of Technology.

5. Policy governance

This Policy has been developed with consideration to the following, regulatory requirements, standards or Challenger policy:

- **P204** Student Review Policy for re-crediting a FEE-HELP balance for a VET FEE-HELP enabled course;
- **P207** Student Grievance Policy – Non-Academic Matters;
- **P208** Student Grievance Policy – Academic Matters;
- Higher Education Support Act 2003, Schedule 1A – VET FEE-HELP Assistance Scheme; and
6. Policy statement

Tuition fees that have been paid upfront can be refunded to a student if they withdraw from the VET FEE-HELP Unit of Study before the census date. If a student is eligible for VET FEE-HELP they will not incur a VET FEE-HELP debt for the tuition fees for that unit if they have withdrawn before the census date.

This policy only applies to withdrawals from uncompleted VET Units of Study.

Students who wish to withdraw from a VET unit of study or VET FEE-HELP enabled course of study must do so in writing using the (F2040102) Withdrawal Application form for VET FEE-HELP which is available from the Customer Service Centre at each Challenger Institute campus.

In the event of a student withdrawing from a VET unit of study or VET FEE-HELP enabled qualification after census date for that unit of study or qualification:

- no refund is applicable; and/or
- the student may still be liable for a VET FEE-HELP debt; and/or
- students who have accessed VET FEE-HELP assistance for all or part of their VET tuition fees incur a VET FEE-HELP debt equal to the assistance received plus the loan fee if that applies (for non-subsidised courses).

7. Documents supporting this Policy

Procedures support this Policy and are available through the Document Management System:

- F2040102 Withdrawal Application form for VET FEE-HELP; and
- Chal 201/F11 Refunds/Withdrawals and Financial Adjustments.

8. Review and communication of this Policy

The Responsible Officer for this Policy will ensure it is reviewed at least every two years. The Challenger Executive will approve any material amendments to this Policy, whilst the Responsible Officer for this Policy will approve immaterial amendments.

This Policy will be made available to the Governing Council and Challenger employees through the Document Management System. Students will be informed of the re-credit FEE-HELP balance procedure through the Student Portal and on Challenger Institute’s website www.challenger.wa.edu.au