

# RCDC Refund Policy for Domestic Students Enrolled in Higher Education Courses

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**Document History**

<b>Version</b>	<b>Date of Review</b>	<b>Date of Approval</b>	<b>Change(s)</b>
1.0	11 Jan 2018	<b>11 Jan 2018</b>	The Policy has been re-created in version control template and updated to include a Statement of Tuition Assurance Exemption.

**Approved by: Principal** on **11 January 2018**

**Distribution List**

To: All RCDC Staff  
All RCDC Students

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## 1. Policy coverage

This refund policy is applicable to all domestic students who are enrolled in a higher education course offered by Raffles College.

For the purposes of this policy the word “subject” means a Higher education unit of study that forms part of a higher education course of study.

## 2. Withdrawal from a subject/course

Students of Raffles College who wish to withdraw from a subject or course of study must do so by writing to the Student Services Department

## 3. Refunds – FEE-HELP students

This section is applicable to domestic students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the subject) enrolled in a subject.

In the event of a student withdrawing from a subject on or before the census date for that subject:

- the student will not incur a FEE-HELP debt.

In the event of a student withdrawing from a subject after the census date for that subject:

- the student will incur a FEE-HELP debt.

## 4. Refunds – Fee-Paying students

This section is applicable to domestic students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the unit of study) and New Zealand citizens enrolled in a unit of study.

In the event of a student withdrawing from a subject on or before the census date for that subject 100% of tuition fees paid for that subject will be refunded to the student.

In the event of a student withdrawing from a subject after census date for that subject no refund is applicable.

## 5. Refund due to Course Cancellation (provider default)

Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated Higher Education Provider Guidelines, RCDC is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in the higher education courses it offers. This requirement is to protect students in the event that RCDC ceases to provide a course of study in which a student is enrolled. The meaning of ‘ceasing to provide a course of study’ is set out in the [HEP Guidelines](#). In the event that RCDC ceases to provide a higher education degree course in which a student is enrolled, the student is entitled to a choice of either:

- an offer of a place a similar course of study with RCDC or another provider without any requirement to pay the other provider any student contribution or tuition fee for any replacement subjects (i.e. ‘Course Assurance Option’)
- a refund of the student’s up-front payments and/or re-crediting of any FEE-HELP balance for any unit of study that the student commences but does not complete because we cease to provide the course of study of which the unit forms part (i.e. ‘Tuition Fee Repayment Option’).

## 6. Statement of Tuition Assurance

RCDC has met the tuition assurance requirements for FEE-HELP students in higher education courses through exemption by the Australian Department of Education and Training. Please refer to RCDC's Statement of Tuition Assurance Exemption for full details, including what happens in the event of provider default, at <http://www.raffles.edu.au/policies-and-procedures.html>.

### **Protection for Fee-Paying Students**

RCDC has met the requirements for fee-paying students through current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme which protects students in the event that RCDC ceases to provide a course of study in which a student is enrolled.

## 7. Payment of Refunds

Refunds will be paid within 28 days of the census date of the subject to which the withdrawal applies. To request a refund student, students must lodge an Application for Refund to Student Services.

## 8. Special circumstances

A student who withdraws after the census date for a subject may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

## 9. Australian Consumer Protection Laws

This Policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## 10. Publication

This refund policy will be made available to students and persons seeking to enrol, by publication on the Raffles College website ([www.raffles.edu.au](http://www.raffles.edu.au)). This refund policy will also form part of enrolment information.