

National Academy of Professional Studies (NAPS)

Domestic Student Refund Policy

Related Documents	SS000 Student Handbook SS005 International Student Fee Refund Policy SS001 Student Grievance and Academic Appeals Policy SS001F Student Appeal and Complaint Form SS006 Statement of Tuition Assurance A008 Course Teach Out Policy and Procedure
HE Standards Framework 2015	1.1 Admission 2.3 Wellbeing and Safety 6.2 Corporate Monitoring and Accountability 6. Governance 7. Representation, Information

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1. Rationale

The National Academy of Professional Studies (NAPS) Domestic Student Refund Policy observes the principles outlined in the *Higher Education Support Act 2003 (HESA)* and the *Higher Education Standards Framework (Threshold Standards) 2015*.

This policy aims to provide students with a clear understanding of when and how their fees will be refunded by the Academy. This policy applies to both starting and re-enrolling domestic on-campus students who wish to withdraw from a course in which they have enrolled.

All refund requests must be submitted in writing on NAPS SS015F Request for Refund Form.

Requests need to be accompanied by official documentary evidence of the grounds for the request. All relevant fees and refund information will be made available to students prior to enrolment via the NAPS website, course enrolment terms and conditions and in SS000 NAPS Student Handbook.

2. Overview and Application

This policy applies to both commencing and re-enrolling international on-campus students who wish to withdraw from the course in which they have enrolled. All refund and review requests must be submitted in writing and must be accompanied by official documentary evidence of the grounds for the requests where applicable.

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

Note: If/when NAPS becomes eligible for FEE-HELP, students will not be charged for the re-crediting of their debt.

3. Definitions

Census date means a published date set by NAPS, no earlier than 20% of the way through a unit of study, which is the last day for a student to withdraw from a unit/s without incurring a financial liability.

Fees mean the tuition and administration fees which are charged to higher education students who are enrolled in a course.

Provider Default means circumstances where a refund is owing due to an action of NAPS, including:

- the degree does not start on the scheduled starting day;
- the degree ceases to be provided at any time after it starts but before it is completed; or
- the degree is not provided in full to the student because a sanction has been placed on NAPS.

Special Consideration means an exception to the general rule. Special Circumstance provisions will be applied to a student's refund request application where NAPS is satisfied that such circumstances:

- are beyond the student's control;
- did not have their full impact on the student until on or after the Census Date for the unit of study in question; and
- make it impractical for the student to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the unit.

Note: A student cannot claim Special Circumstances due to a lack of knowledge or understanding of requirements.

Student in this policy refers to a domestic student, that is a permanent resident in Australia, who is enrolled at NAPS. These students are not governed by the *ESOS Act*, therefore do not need a student visa.

4. Procedure

Students who wish to withdraw from a unit or course of study (degree) must do so by writing to the Student Services Manager.

Any student who withdraws after the Census date and a determination has been made not to provide a refund, may appeal this decision using the process outlined in NAPS SS001 Student Grievance and Academic Appeals Policy.

Refunds – FEE-HELP Students

This will apply after NAPS becomes eligible for FEE-HELP.

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

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

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

- the student will incur a FEE-HELP debt.

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

Proportion of Fees Refunded

Students will be given:

- 100% refund is the student has withdrawn in writing from the unit on or before the census date.
- 80% when the student gives at least four weeks written notice of not proceeding with enrolment before the start of the course;
- 50% when the student gives a written notice of not proceeding less than four weeks before the start of the course, but before the NAPS set census date.

Refund Due to Provider Default

Under the *Higher Education Support Act 2003 (HESA)* and the associated HEP Guidelines, the Academy is mandated to provide a tuition assurance arrangement for domestic students who are enrolled in higher education courses. The requirement is to protect students in the event that NAPS ceases to deliver the units in which the student is enrolled.

Where the Academy ceases to provide a unit or course in which the student is enrolled, the student is entitled to a choice of either:

- an offer of a place in a similar course of study with NAPS or another provider without any requirements to pay the other provider any tuition fees for replacement subjects. This is known as the 'Course Assurance Option'; or
- a refund of the student's payments already paid and/or re-crediting of any FEE-HELP balance for any unit of study that the student has started, but is not able to complete, because the Academy ceases to provide the course of study of which the unit forms a part. This is the 'Tuition Fee Repayment Option'.

Rejection of Refunds

Fees will not be refunded if a the student withdraws before completing the program. In this case, the student is liable to pay the full tuition fee and also any expenses, costs or disbursements incurred in recovering the tuition fees.

- the terms and conditions of the contract between the student and NAPS are breached so NAPS cancels the student's enrolment. This is the case even if it is after the census date.

Tuition fee transfers after the program has commenced are solely at the discretion of NAPS and are only made if the student is more suitably placed in another institutional program for academic reasons.

NAPS will meet Domestic Students tuition assurance requirements through its membership of the Independent Higher Education Australia (IHEA) Student Tuition Assurance Scheme.

Payment of Refunds

Refunds of prepaid tuition fees will be paid within 28 days of the starting date of the unit to which the withdrawal applies. Any refunds will be made through a deposit into a nominated student account or the account of the person who made the payment less any bank or agent fees charged to NAPS.

5. Policy Review

NAPS may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. In this regard, any staff member or NAPS student who wishes to make any comments about this policy may forward their suggestions to their supervisor or to NAPS' Finance Officer.

6. Further Assistance

Any NAPS staff member who has questions about or requires more details about any part of this policy should consult their supervisor. Students should contact NAPS' Student Services in the first instance, then the Finance Officer.

7. Additional Resources

TEQSA: *How Does TEQSA Monitor Risk to Students?*; <https://www.teqsa.gov.au/how-does-teqsa-monitor-risks-students>