Student Fee Refund Procedure

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Category: Business and Finance	Date Created: December 1999
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Purpose

To provide the parameters to guide fee refund decision making when a student applies to change their enrolment circumstances.

For clarity, a student will only be entitled to receive a refund of fees (less any administration costs) if they formally withdraw before the published "withdrawal date" for the course.

Scope

Domestic fee-paying students enrolled with UCOL, including those who are learners with another provider under a sub-contracting arrangement with UCOL.

International student fee refunds are covered by the International Student Fees and Refunds Procedure.

This procedure details the internal process for payment of student fee refunds, applies to all campuses, and is to be used by Faculty, Student Information, and Finance staff.

Responsibility

The Executive Director or her/his nominee has overall responsibility for the implementation of this procedure.

Procedure

1. The requirement to make student fee refunds will result from:

    a. The Student Information Administrator receiving a Change of Circumstances form (COC form), an email or other written confirmation of withdrawal, or Recognition of Prior Learning form (RPL form), refer Step 2;

    b. Where a student fee refund is required due to a student debtor account being in credit balance as a result of an overpayment on an invoice, or an adjustment to student debtor account authorised by the Faculty Dean, refer Step 3.

    c. The student has the right to appeal any decision on refunds to the Executive Dean of Faculty. This must be provided in written form and have any supporting documentation attached. The outcome of any appeal will be sent to the student in letter format.

2. For COC, written withdrawals and RPL forms:

a. The Accounts Receivable Administrator – Student Information (ARA) will receive COC or RPL form from the Student Information Administrator responsible for completing the COC or RPL process.

b. Student Information will check that the form is correctly completed and authorised.

c. Student Information will complete the required withdrawal or transfer or adjust transaction for the student in Student Management System.

d. Where a credit balance results, refer to Step 4.

3. Student debtor accounts in credit balance are identified by the Revenue Accountant and managed by the ARA through:

a. The creation of credit adjustments to the student debtor as a result of changes to price, discount, and other amendments instigated by UCOL. On completion of processing the adjustment, refer to Step 4;

b. Or, by the regular review of the Credit Balances Report, and the investigation of these to determine whether a student fee refund is required. If so, refer to Step 4.

4. ARA will prepare a Refund Request. Where there are a number of other refunds, all are grouped by category i.e. Loans, Training Incentive Allowances (TIA), Self-Payers, Organisations, etc, after refund request has been approved by Revenue Accountant. (Step 7)

5. A debit adjustment will be entered against the student debtor account in Student Management System financials by the ARA, debiting student debtor and crediting 1.9136 suspense account.

6. ARA will prepare a spreadsheet detailing each refund to be processed by generating an ARION refund report.

7. Refund payment form is to be authorised by the Financial Controller for all student fee refunds with a value no greater than $20,000. Where the individual student fee refund either has a value greater than $20,000 or is a result of extraordinary circumstances that may differ from policy, approval is to be obtained from the responsible Executive Director.

8. Authorised refunds are returned to the ARA, and COC, emails and RPL forms are scanned onto the student account in ARION.

9. Refund forms, and required supporting documentation are sent to the Accounts Payable Officer, for a cheque/online payment to be drawn.

10. Finance will process such requests in the next standard payment run. Cheques are mailed out directly by Finance.

Related Documentation

- [Admission and Enrolment Policy](#)
- [Recognition of Prior Learning (RPL) Procedure](#)
- [Student Re-Engagement and Non-Engagement Procedure](#)
- [Student Financial Relief Policy](#)
- [International Student Fees and Refunds Procedure](#)