

## **Domestic Student Fees, Refunds, and FEE-HELP Re-crediting Policy and Procedures**

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## 1. PURPOSE

The purpose of this policy is to establish a clear, transparent, and equitable framework for managing tuition fees, non-tuition fees, refunds, and the re-crediting of FEE-HELP balances for domestic students at Barton Business School (“BBS”). This policy ensures compliance with the [Higher Education Support Act 2003](#) (“HESA”) and related guidelines while supporting BBS’s broader commitment to quality assurance, student equity, and financial accountability.

This policy specifically aims to:

- a. Provide students with clear information about their rights and responsibilities regarding tuition fees, non-tuition fees, and refunds.
- b. Ensure that refund and re-crediting processes are fair, timely, and consistent with legislative requirements.
- c. Support students experiencing exceptional circumstances through a well-defined process for refunds and re-crediting of FEE-HELP.
- d. Align with BBS’s overall governance framework and relevant institutional policies to promote consistency and integration across all student-related processes.

## 2. SCOPE

This policy applies to all domestic students enrolled in accredited courses at BBS who pay tuition or non-tuition fees, either upfront or via FEE-HELP. It governs the processes for managing refunds and re-crediting FEE-HELP balances for eligible students.

## 3. DEFINITIONS

Refer to BBS's *Glossary of Terms*.

## 4. POLICY

### 4.1. POLICY PRINCIPLES

- a. Refund and re-crediting processes will be fair, transparent, and compliant with the Higher Education Support Act 2003 (HESA).
- b. Students will receive clear and timely information about fees, payment obligations, refunds, and FEE-HELP processes.
- c. Exceptional circumstances impacting a student’s ability to complete their studies will be addressed through consistent and equitable processes.
- d. The policy aligns with BBS’s broader commitment to equity, financial accountability, and quality student services.

## 5. FEE PAYMENTS AND AGREEMENTS

### 5.1. TUITION FEES

- a. BBS charges tuition fees to cover the direct cost of a unit and course. Tuition fees also include a contribution to the indirect costs of operating and maintaining BBS.
- b. The total tuition fees for which a student is liable will vary depending on the number of units in which they are enrolled or intend to enrol.
- c. Fees for all offerings are subject to change and may vary each year. BBS ensures stated fees are accurate and complete when publicised.
- d. When fees are increased, BBS will notify all students and staff promptly.
- e. If the enrolment information or documentation provided by a student is fraudulent or incorrect, BBS reserves the right to retain the total tuition fees.
- f. Domestic students may pay tuition fees either upfront or defer them through FEE-HELP if eligible.

### 5.2. NON-TUITION FEES

- a. BBS may charge non-tuition fees for additional services provided to students, including amenities, facilities, and other non-academic services.
- b. All non-tuition fees are listed in the BBS Student Fees Schedule, which is made publicly available.
- c. Non-tuition fees are not eligible for FEE-HELP assistance and must be paid upfront by all students.
- d. BBS ensures that any incidental fees incurred by students comply with Commonwealth legislation.

### 5.3. PAYMENT OF FEES

- a. Domestic students paying tuition fees upfront must ensure full payment is made by the census date for their enrolled units.
- b. Students accessing FEE-HELP must complete and submit their eCAF (Electronic Commonwealth Assistance Form) by the census date.
- c. Failure to meet payment deadlines will result in the student being liable for the outstanding balance or the cancellation of their enrolment.

### 5.4. DUE DATES

- a. Fee payment deadlines are specified in the Student Agreement or communicated through invoices.

- b. Students are responsible for ensuring they meet all due dates for fee payments, whether paying upfront or via FEE-HELP.
- c. Payments not made by the due date will incur a late-payment penalty.
- d. BBS may withhold final results and transcripts until full payment is received, including any late-payment penalties.
- e. Students may not be permitted to enrol in future units or courses until all outstanding debts are settled.

## 5.5. FEE-HELP FOR DOMESTIC STUDENTS

- a. FEE-HELP provides eligible domestic students with a loan to cover tuition fees for their studies at BBS.
- b. To access FEE-HELP, students must:
  - i. Be enrolled in an eligible course at BBS by the census date.
  - ii. Complete and submit their eCAF by the census date.
  - iii. Meet all eligibility requirements outlined by the Australian Government.
- c. Students using FEE-HELP remain liable for the debt incurred unless they meet the requirements for re-crediting their FEE-HELP balance under this policy.

## 5.6. FEE INFORMATION AVAILABILITY

- a. The latest tuition and non-tuition fees are published annually in the BBS Student Fees Schedule and the BBS Student Handbook.
- b. Fee-related information, including refund policies and tuition assurance, is available on the BBS website and in materials provided to prospective students.

# 6. ELIGIBILITY FOR REFUNDS AND RE-CREDITING

## 6.1. GENERAL ELIGIBILITY

- a. Students may apply for a refund of tuition fees or the re-crediting of their FEE-HELP balance in accordance with this policy.
- b. Refunds or re-crediting are only available under the conditions outlined below.

## 6.2. REFUND ELIGIBILITY BEFORE CENSUS DATE

- a. Students who withdraw from a unit or course on or before the census date are eligible for:
  - i. A full refund of any tuition fees paid upfront.
  - ii. A cancellation of their FEE-HELP debt for the withdrawn units.

### 6.3. REFUND ELIGIBILITY AFTER CENSUS DATE

- a. Refunds or re-crediting of FEE-HELP debt after the census date are only available under special circumstances.
- b. To qualify, special circumstances must meet all of the following criteria:
  - i. Beyond the Student's Control: Circumstances that could not have been reasonably anticipated or managed by the student.
  - ii. Impact After the Census Date: Circumstances that occurred or made their full impact after the census date for the unit(s).
  - iii. Impractical to Complete: Circumstances that made it impractical for the student to complete the requirements of the unit(s).
- c. Examples of special circumstances include, but are not limited to:
  - i. Serious illness or medical conditions supported by appropriate documentation (e.g., medical certificates).
  - ii. Bereavement due to the death of an immediate family member, evidenced by official documentation.
  - iii. Significant personal or financial crisis (e.g., natural disasters or criminal incidents), supported by relevant reports.

### 6.4. REFUND LIMITATIONS

- a. Refunds or re-credits will not be granted for reasons such as:
  - i. A change of personal preference or dissatisfaction with the course or provider after the census date.
  - ii. Failure to meet the eligibility criteria or provide sufficient supporting evidence.

### 6.5. APPLICATION TIMELINES AND REQUIREMENTS

- a. Applications for refunds or re-crediting must be submitted within 12 months of:
  - i. The date of withdrawal for students who have officially withdrawn.
  - ii. The end of the study period in which the unit was undertaken, for students who did not formally withdraw.
- b. Applications must include:
  - i. A completed Refund and Re-credit Application Form.
  - ii. Supporting evidence such as medical certificates, police reports, or other official documents.
- c. Incomplete applications may result in delays or denial of the request. Students will be notified if additional documentation is required.

## 7. PROCEDURE FOR REFUNDS AND RE-CREDITING

### 7.1. APPLICATION PROCESS

- a. Students seeking a refund of tuition fees or the re-crediting of their FEE-HELP balance must submit a completed Refund and Re-credit Application Form.
- b. Applications must be submitted within the following timeframes:
  - i. Within 12 months of the date of withdrawal for students who have officially withdrawn.
  - ii. Within 12 months of the end of the study period in which the unit was undertaken, for students who did not formally withdraw.
- c. Applications can be submitted:
  - i. By email to the [refunds@thebbs.com.au](mailto:refunds@thebbs.com.au).
  - ii. In person at the BBS administration office.

### 7.2. ASSESSMENT OF APPLICATIONS

- a. Refund and re-credit applications will be assessed by the designated officer within ten (10) working days of receipt.
- b. The assessment process will involve:
  - i. Reviewing the application form and supporting documentation.
  - ii. Determining whether the circumstances meet the eligibility criteria outlined in this policy (Section 5).
  - iii. Requesting additional information or evidence if necessary.

### 7.3. NOTIFICATION OF OUTCOME

- a. Students will be notified of the outcome of their application in writing within five (5) working days of the assessment being finalised.
- b. The notification will include:
  - i. The decision and a summary of the reasons for the decision.
  - ii. Information on the student's right to request a review of the decision.
  - iii. Instructions on how to appeal, including internal review processes and the option to escalate to the Administrative Review Tribunal (ART) for an external review.

### 7.4. PROCESSING OF REFUNDS AND RE-CREDITS

- a. Approved refunds of tuition fees will be processed within ten (10) working days of the decision.
- b. Approved FEE-HELP re-credits will be reported to the Department of Education within twenty (20) working days of the decision.

- c. Refunds will be issued using the original payment method unless otherwise requested by the student.

## 7.5. APPEALS PROCESS

- a. Students have the right to request a review of the decision if they are dissatisfied.
- b. Appeals must be submitted within 28 days of the notification of the original decision, in line with the HESA Act.
- c. Appeals must include:
  - i. The grounds for the appeal.
  - ii. Any additional supporting evidence.
- d. Appeals will be reviewed by an independent panel to ensure impartiality and procedural fairness.
- e. If the appeal is unsuccessful, students may escalate the matter to the Administrative Review Tribunal (ART) as per the provisions of the HESA Act. The appeal application must be lodged at the ART within 28 days of receiving written notice of the review decision. This time limitation can be extended in limited circumstances by order of the ART. Full details of the application process and fees payable are available on the ART's website: [www.art.gov.au](http://www.art.gov.au).

## 7.6. RECORD-KEEPING

- a. All refund and re-credit applications, including supporting documentation and correspondence, will be securely stored in the student's file in accordance with BBS's Records Management Policy.
- b. Records will be retained for a minimum of seven (7) years and made available for auditing purposes if required.

## 8. ROLES AND RESPONSIBILITIES

### 8.1. GOVERNANCE OVERSIGHT

The Board of Directors (BoD) is responsible for:

- a. Approving this policy and ensuring its alignment with legislative requirements, including the HESA.
- b. Monitoring the implementation and effectiveness of this policy through periodic reporting and audits.

### 8.2. EXECUTIVE MANAGEMENT

The Chief Executive Officer (CEO) is accountable for:



- a. Overseeing the implementation and compliance of this policy with all relevant legislative and regulatory requirements.
- b. Ensuring that regular audits of refund and re-credit processes are conducted to maintain compliance with HESA and TEQSA standards.
- c. Reviewing and updating the policy as required by legislative changes or operational needs.
- d. Managing operational tasks directly or delegating responsibilities to appropriate staff members, as necessary.

### 8.3. OPERATIONAL RESPONSIBILITIES

Executive Management, under the direction of the CEO, is responsible for:

- a. Administering the refund and re-credit application process, including assessing applications and ensuring timely outcomes.
- b. Processing approved refunds and reporting FEE-HELP re-credits to the Department of Education within the specified timelines.
- c. Maintaining accurate and secure records of all applications and decisions in line with institutional policies and audit requirements.
- d. Incorporating feedback from students and staff into continuous improvement processes.

### 8.4. STUDENT SUPPORT AND COMMUNICATION

Executive Management ensures that:

- a. Students receive guidance on their rights and responsibilities under this policy.
- b. Information about tuition fees, non-tuition fees, and FEE-HELP is communicated clearly in the Student Handbook, marketing materials, and the BBS website.
- c. Workshops or information sessions are provided during orientation to explain refund and re-credit processes.

## 9. COMPLAINTS AND APPEALS

Students may access the *Student Complaints and Appeals Policy and Procedure* to appeal against any decisions made under this policy and procedure.

## 10. VERSION CONTROL

Document title	Domestic Student Fees, Refunds, and FEE-HELP Re-crediting Policy and Procedures	
Approved By	Board of Directors (BoD)	
Date of Review	This policy will be reviewed at least every two (2) years from the date of final approval or earlier if required due to legislative, regulatory, or operational changes.	
Related Documents	<ul style="list-style-type: none"> <li>• Awards Issuance and Graduation Policy</li> <li>• Student Academic Integrity Policy and Procedures</li> <li>• Academic Progression and Student At Risk Policy and Procedures</li> <li>• Admission Policy and Procedures</li> <li>• Credit and Recognition of Prior Learning Policy and Procedures</li> <li>• Course Discontinuation and Teach-Out Policy and Procedures</li> <li>• Enrolment Policy and Procedures</li> <li>• Student Orientation Policy and Procedures</li> <li>• Marketing and Student Recruitment Policy</li> <li>• Records Management Policy</li> <li>• Student Complaints and Appeals Policy and Procedures</li> <li>• Student Wellbeing and Support Policy and Procedures</li> </ul>	
Related Legislation and References	<ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">Higher Education Support Act 2003</a></li> <li>• <a href="#">Higher Education Provider Guidelines 2023</a></li> <li>• <a href="#">Administrative Review Tribunal Regulations 2024</a></li> </ul>	
Version	Notes	Date Approved
1.0	<ul style="list-style-type: none"> <li>• Document approved subject to minor editorial changes.</li> </ul>	09/12/2024