

AD7 POLICY DOCUMENT



POLICY AREA: ADMINISTRATION

RELATIONSHIP TO AQTF

2007 NATIONAL STANDARDS: Conditions of Registration 5- Financial Management

TITLE: Refund Policy

SCOPE: Administration of Student Fees

PURPOSE: The purpose of this policy is to provide a fair and equitable refund procedure for ACA students who are or would be entitled to VET FEE-HELP assistance

DESCRIPTION:

1. Students who lodge a written request for withdrawal on or before the census date for a unit of study will be withdrawn without penalty from any unit in which they were enrolled. This will not incur a VET FEE-HELP debt for the unit and any fees paid for the unit will be refunded.
2. The census dates for VET units of study will not occur less than 20% of the way through the period which the unit is undertaken. Census dates will be published on the web site <http://www.actorscentre.com.au/>
3. Students who lodge written request for withdrawal from a course or units of study after the census date will incur a VET FEE-HELP debt for those units and/or remain liable for tuition fees
4. A student may apply to have their FEE-HELP balance re-credited if the student withdraws from a unit of study after census date, or have been unable to complete the requirements of a unit of study, and believes this is due to special circumstances. See Student Review Procedure

RELATED DOCUMENTS

- ◆ [D380 Student handbook](#)
- ◆ [P40 Collection/Receipting of Student Fees](#)

PUBLICATION:

This document will be published on the ACA website (<http://www.actorscentre.com.au/>) to make it available to all current and prospective students.

DATE ENDORSED BY THE GOVERNING BODY: By the board of review on Wednesday 28th April, 2010.

REVIEW DATE:

- ◆ Annual January

CONTROL:

- ◆ General Manager