

FEES AND REFUNDS PROCEDURES

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1. Purpose

1.1 This document and the associated Procedural document describe the administrative requirements which apply when students at Monaro Higher Education (MHE) pay fees and request refunds and the conditions which apply to refunds.

2. Principles

2.1 Students must be aware of the cost of their studies. The fees, due dates and payment methods must be clear. The process of applying for a refund must be clear and responses to those requests must be timely.

3. Context

3.1 The conditions under which students are liable for payment and entitled to refunds are in accordance with subsection 1.1.2 of the Higher Education Standards Framework (2021).

4. Scope

4.1 This policy applies to all domestic and international students, their agents and administrative staff at MHE.

5. Definitions

Census Date - The last date on which enrolment in a unit or course may be finalised and the last date a student may withdraw from a course without a failure grade. The Census Date for each trimester is stated in the Academic Calendar, which is in the Student Handbook and on the MHE website.

Domestic Student – Any student who legally does not require a Student Visa to enrol at an Australian higher education provider or university. In practice, this means citizens or permanent residents of Australia or New Zealand. It may also include asylum seekers with a class-A or class-E Bridging Visa, Temporary Protection Visa or Safe Haven Enterprise Visa.

International Student - Student or applicant who has been issued a valid, current student visa by the Australian Government.

6. Procedure Details

6.1 Advising Students of Fees

- Monaro Higher Education (MHE) will determine fees on a per-unit basis prior to the first enrolment in each academic year.
- MHE will make clear to prospective students in their letters of offer all details related to paying fees, acceptance or withdrawal of offers, enrolment, tuition protection and refunds (including which fees are refundable and which are non-refundable) before they enrol. Non-refundable fees include but are not limited to:
 - Enrolment fees (non-refundable fee, applicable upon student acceptance of the offer letter)
 - Late payment administrative fees
 - Credit card surcharges
 - Graduation fees
 - Library fines
 - Printing fees
 - ID card replacement fees.
- All fees and charges which apply to students will be published on the MHE website and in the Student Handbook.
- If fees are adjusted up or down, notices will be placed around the campus and on the Learning Management System advising students. Students will be given a minimum of four weeks' notice of any change to fees.

6.2 Domestic Students

- Domestic students are required to pay for at least one unit on enrolment day. This will be refunded in full minus \$500 administrative charges if their application is rejected or if they reject MHE's Offer. The due date for payment for the rest of their units is the census date of each trimester of their enrolment.
- Students who wish to withdraw from a course on or before the census date must notify MHE in writing. When MHE receives this notice, the student's enrolment will be cancelled and tuition fees minus \$500 administrative charges will be refunded within four weeks.
- Students who notify MHE of their intention to withdraw after the census date are not entitled to a refund.
- Students who are excluded due to unsatisfactory progress, serious breaches of the Student Code of Conduct or relevant Policies and Procedures are not entitled to refunds.
- Students who are granted a full or partial waiver of fees due to exceptional circumstances will have any advance payment refunded within four weeks.

6.3 International Students

- International students must pay for four units in advance. Onshore international students must pay for at least one unit to secure enrolment and the remaining units for that trimester before classes commence. Offshore students must pay for at least four units to secure enrolment.
- All payments and refunds are made in Australian dollars only. MHE cannot be held responsible if exchange rate fluctuations cause an international student to be refunded less than what they paid in the currency of their homeland.
- Applications for refunds must be made using the MHE Refund Request Form and be submitted to MHE administration for processing.
- No refund on tuition fees will be made to students who cancel or terminate their enrolment after the census date.
- Enrolment fees and administrative charges, including those in the case of visa refusal, are non-refundable under any circumstances.
- All applications for withdrawal will incur a Withdrawal fee of \$200.
- Fees for any additional services requested, such as accommodation assistance, homestay placement, homestay screening for parent nominated homestay service, airport pick up, etc. are also non-refundable, even in the case of visa refusals.
- MHE will not authorise tuition fee transfers to any other institution or to other students.
- Students who advise MHE in writing of their intention to withdraw from a course after the census date of their first trimester will not receive a refund.
- Students who advise MHE in writing before the census date of their intention to withdraw from a unit will not be refunded but their payment for that unit will be noted as credit for a unit in a subsequent trimester.
- Students who advise MHE in writing after the census date of their intention to withdraw from a unit will not be refunded and will forfeit their fee for that unit.
- If the Department of Home Affairs denies a student a visa on the grounds that the applicant made false or misleading claims about their identity, previous qualifications, experience, or any other information deemed relevant to their application for a student visa, MHE will not refund any fees paid in advance. If a student is denied a visa for any other reason, MHE will refund course fees minus \$500 administrative charges.
- If a student is granted Australian permanent residency after their first day of class and shows MHE's administrative staff that their passport has been updated accordingly, MHE will still classify the student as an international student until the end of the that trimester for the purpose of payments and refunds.
- *Please see Fees and Refund policy for fees refund and non-refund circumstances. This procedure needs to read in conjunction with Fees and Refund Policy.*

6.4 Refund Security

- A request for a refund must be addressed in writing to the Finance Manager. If the request satisfies these Procedures, the request will be paid within four weeks.
- Refunds will be paid by the same method and to the same source that the student paid unless the student paid cash. Students cannot nominate for a refund to go to a bank account or credit card other than the one from which it was paid. If the student paid with a credit card at the MHE office, the student needs to present the same credit card to get the refund.
- MHE reserves the right to restrict refunds until the payment has cleared the relevant dispute period for the payment type:

- Bank transfer: twelve working days
- Debit card: twelve working days
- Credit card: one hundred and twenty working days
- Cash: none. Refunds for cash payments will be paid directly into a student's nominated bank account.

6.5 Applications and appeals

- A student may apply for a fee waiver on compassionate grounds. To apply, a student must apply in writing, accompanied by documentary evidence, addressed to the Dean. It may be for one or more units or an entire course. A student may also appeal a decision to deny a refund in the same way.
- The Dean will consider the application. The Dean may discuss it with the student and perhaps with the Student Services Officer. The Dean will make a formal decision within ten working days and advise the student in writing.
- The student may appeal this decision internally. The student must address an appeal with documentary evidence to the CEO within twenty working days of receiving the Dean's decision. The CEO will consider the student's case and may either uphold or overturn the Dean's decision. The CEO will advise the student of his or her decision within ten working days.
- If the student is still dissatisfied, they have the right to external appeal. If the grievance applies to a denial of a refund, a students may apply to NSW Fair Trading. In other cases, the student may appeal to the Overseas Student Ombudsman.

7. Relevant Legislation

MHE acknowledges its legal and regulatory obligations under the following frameworks:

- Higher Education Standards Framework (HESF) 2021
- Education Services for Overseas Students (ESOS) Framework 2013
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000

8. Procedure Administration

Procedure category	Administration
Procedure owner	Board of Directors
Responsible officer	Finance Manager
Approving authority	Board of Directors
Contact officer	Finance Manager
Approval date	8 th July 2022
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Review date	8 th July 2025
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Related documents	Fees and Refund Policy Student Fees and Charges Schedule Admissions Policy and Procedure Student Code of Conduct

9. Version control

Version	Approval date	Approved by	Summary of changes
1.1	8 th July 2022	Board of Directors	
1.2	9 May 2025	CEO and Dean	Minor modification for ancillary charges for refund

10. Benchmark / Reference

- Australian Institute of Business
Student Refund Procedure (aib.edu.au)
- Australian School of Accounting
Student-Fees-Charges-and-Refund-Policy_V4.0.pdf (asahe.edu.au)
Part-3-Terms-and-Conditions_Domestic-Students_V1.4.pdf (asahe.edu.au)
Part-3-Terms-and-Conditions_Overseas-Students_V2.0-1.pdf (asahe.edu.au)
- Crown Institute
Microsoft Word - QA32 Domestic Student Withdrawal and Refund 2.0 (2).doc (cihe.edu.au)
Microsoft Word - QA36 International Student Refund 2.0 (1).doc (cihe.edu.au)
- Kent Institute
POLICY-Student-Refund-Policy-Procedures.pdf (kent.edu.au)