

STUDENT FEES, CHARGES, AND REFUND PROCEDURE

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Policy Lead	Chief Executive Officer / Principal
Approving Authority	Board of Directors
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Version	2024.1
Relevant legislation or external requirements	<p>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) (NC: 2.1, 3, 7.4, 9.3,)</p> <p>Higher Education Standards Framework (Threshold Standards) 2021 (HESFs: 1.1.2, 3.3, 6.2.1i, 7.1.1, 7.2)</p> <p>Education Services for Overseas Students Act 2000 (Cth) (ESOS Act)</p> <p>Education Services for Overseas Students Regulations 2019 (Cth) (ESOS Regulations)</p> <p>Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)</p> <p>Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 (Cth)</p> <p>Corporations Act 2001 (Cth) (Corporations Act)</p> <p>Competition and Consumer Act 2010</p>
Related ASA Documents	<p>Student Fees, Charges, and Refund Policy</p> <p>Deferral, Suspension, and Cancellation Policy and Procedure</p> <p>Student Grievance Policy</p> <p>Student Grievance Procedure</p>

1. Purpose

This procedure provides details for staff, applicants, and students at Australian School of Accounting (**ASA**) regarding the processes for applying, administering, and collecting of fees and charges as well as the circumstances and conditions for refunds.

2. Scope

This procedure applies to all ASA applicants, students, and staff who support these processes.

3. Fees and Charges

Accepted applicants and students will be advised of all fees and charges that may apply during their course enrolment through:

- their Letter of Offer (**LoO**)
- the *Student Fees, Charges and Refund Policy* and
- upon making relevant requests or application.

Continuing students will receive an invoice 10 working days before the start of the study informing them of the tuition fees applicable for the upcoming study period, the available payment methods, and the deadlines for payment.

4. Student Payment Methods

Applicants and students can pay their tuition fees and any other fees and charges by credit

card or by Direct Deposit/Electronic Funds Transfer (EFT).

If electing to pay by credit card, the applicant or student must submit a correctly completed authorisation form.

If electing to pay by Direct Deposit/EFT, the applicant or student must email a copy of the Direct Deposit receipt to the Student Services team along with relevant details. Staff will then forward the Direct Deposit/EFT to the Accountant to reconcile with ASA's bank account.

5. Refunds

The *Student Fees, Charges, and Refunds Policy* describes the grounds and requirements for refunds and any charges related to cessation of enrolment.

5.1 Refunds for Visa Refusals

If an applicant's request for a Student Visa is refused by the Department of Home Affairs, the Admissions team will receive an alert on PRISMS. The Admissions team will identify any applicants who received a visa rejection on a weekly basis. The Admissions team will then notify the Accounts team of applicants who will require a refund on this basis.

The Admissions team will email the applicant or the applicant's representative requesting the following documents:

- A completed Refund Form;
- A copy of the Visa Refusal Letter;
- The account details nominated to receive the refund; and
- An authorisation letter if the applicant nominates an alternative account for the refund.

Once all of the above documentation is received the Admissions team will send the documents to the Accounts team to process the refund.

The refund will be paid in 10 working days of receipt of the completed documents.

5.2 Refunds for reasons other than a Visa Refusal

If an applicant or student wishes to receive a refund for any other reason other than a visa refusal, the applicant or student will be subject to the cancellation charges outlined in the *Student Fees, Charges, and Refunds Policy*.

The applicant or student will need to email the ASA Student Services team via info@asahe.edu.au advising of the circumstances requiring a refund. The Student Services team will advise the applicant or student of all documents required to process their refund request. Documents requested may include:

- A completed Refund Form
- The account details nominated to receive the refund
- An authorisation letter if the student nominates an alternative account for the refund
- A copy of receipts for the applicant's payment made to ASA
- The student's bank statement

The applicant or student must provide the requested documents to info@asahe.edu.au.

The Student Services team will then provide the documents to the Accounts team and the CEO for approval.

The CEO, or delegate, will review the refund request and determine an outcome within five (5) working days of receiving a refund request and required documentation.

The Student Services team will advise the applicant or student of the outcome within 10 working days of their refund request.

If the refund is approved, the Accounts team will process the refund within 10 working days of receipt of the request outcome.

6. Version Control

This Procedure has been reviewed and approved by the Australian School of Accounting Board of Directors as at January 2024 and is reviewed every three years.

The Procedure, with associated Policy, are published and available on the Australian School of Accounting website <https://www.asahe.edu.au/policies-and-forms/>.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2024.1	Director International Recruitment	New procedure to supplement the associated policy.	29/01/2024	29/01/2024