

Refund Procedure

1. PURPOSE

The purpose of this procedure is to ensure that:

- 1.1. All UTS College Staff are aware of the rights and obligations of UTS College students regarding refunds of payments made to UTS College, and the circumstances in which they are eligible for a full or partial refund.
- 1.2. Students know their rights in relation to refunds in conjunction with their written agreement.
- 1.3. all stakeholders are aware of the steps in processing a refund and to ensure that the refund policy is implemented consistently and efficiently.
- 1.4. Student requests are treated fairly and equitably.

2. SCOPE

This procedure covers refunds of student fees. This includes:

- English and Academic program fees as well as other fees including Overseas Student Health Cover (OSHC) and accommodation fees.
- It takes into account TPS legislation.
- Processing of refunds of fees paid through the FEE-HELP Loan scheme is detailed in a separate procedure.
- Refunds of scholarship fees paid by external scholarship managing bodies such as SACM and others are paid to the body managing the particular scholarship, not the student.

3. PROCEDURES

3.1. Receive the refund request

3.1.1. Receive the “Application for refund of fees” form and supporting documents* from either:

- the student or their agent on behalf of student by email; OR
- the student in person at the Student Centre

*Supporting documents may include, but are not limited to, medical certificate(s), airline ticket, UTS full offer.

- 3.1.2. Students who wish to withdraw need to complete an “Application to Withdraw” form. The relevant form to be used is as indicated below:
 - International student on Academic program - Application to Withdraw (International Student) form.
 - International student on English program -Application to withdraw/transfer (Full time English courses)
 - Domestic student - Application to Withdraw (Domestic Student) form.
- 3.1.3. If student applies in person at Student Centre, retrieve UTS College student card from student.
- 3.2. Evaluate the Refund application
 - 3.2.1. Evaluate Refund application according to the refund policy.
 - 3.2.2. If a FEE-HELP student, follow the FEE-HELP Refund Procedure.
 - 3.2.3. If student is applying for a refund under medical circumstances, student will be required to provide supporting documentation such as medical certificates.
 - 3.2.4. If there is any doubt about the assessment, consult the Admissions Manager/Executive Director Future Students (EDFS) before making any decision.
 - 3.2.5. Is the student eligible for a refund?
- 3.3. Notify student of refund request rejection
 - 3.3.1. Inform the student of the reason for rejecting the refund application by email.
 - 3.3.2. Copy of the email / letter saved in student record centre.
 - 3.3.3. End of process.
- 3.4. Calculate amount to be refunded
 - 3.4.1. Calculate/confirm amount to be refunded.
 - 3.4.2. If student has an active TPE sanction (2nd half FTE TPS fee is not yet paid), the fee owing for TPS needs to be deducted before calculating the final amount of refund, unless it’s been approved for the student not to pay the 2nd half FTE TPS fees.
 - 3.4.3. Reverse FTE package discount (Cancellation 5% Reverse Package Discount), if applicable.
 - 3.4.4. Check other fees such as OSHC, Homestay Admin fee and reverse fees if applicable.

- 3.4.5. Apply cancellation charge in student account, if applicable
- 3.5. Prepare refund documentation for approval
 - 3.5.1. Complete the Student Payment Requisition Form (SPRF)
 - 3.5.2. N.B. All refunds for students must be made payable to the student unless otherwise authorised by the student.
 - 3.5.3. Save an image of the balance of the student's account and include it in the documentation.
- 3.6. Enter refund info in Student One
 - 3.6.1. Add RFN comment code to Student One in the following format:
 - 3.6.2. EFT/TT \$AMT requested payable to NAME (REASON)
- 3.7. Approve request
 - 3.7.1. Forward refund documentation to the appropriate staff member (refer to Delegated Financial Authority Policy for more details for review and authorisation) by email.
 - 3.7.2. Review documentation and case according to refund policy
 - 3.7.3. Suggest amendments if any before approving
 - 3.7.4. Approve refunds by replying to the email from the support officer
- 3.8. Organise documents for processing the payment
 - 3.8.1. Send the following documents to Finance for processing.
 - Application for refund of fees form
 - Approved SPRF
 - Balance of the student's account
 - Student's passport signature page
 - Any other extra documentation that supports the refund application
- 3.9. Refunds through Flywire
 - 3.9.1. No payment evidence is required
 - Initiate refund on Flywire portal using student ID:
 - New refund => search student ID => Process refund against the transaction that UTS College received from Flywire.

- Edit the refund amount which does not exceed the amount received.
- Download the refund details for approval
- Submit Flywire refunds for approval once a week on Friday (Links will be sent from Flywire to Admissions manager and Finance Manager to approve).
- Email student to advise outcome of refund and that confirmation will come direct from Flywire allowing 5-7 business days.

3.10. Check Commission

3.10.1. Is there any Agent commission to be reversed?

- IF NO, enter COMNA in Ci Student Comment with notes, link the relevant program, version and attempt, and go to step 36.

3.11. Reverse/ re-calculate commission

3.11.1. Reverse the Agent commission in Student One or liaise with the Accounts Officer (Commission) of the Financial Department according to the guide on When to Reverse Commission. Enter the comment code COMRV in Student Comment with notes and link the relevant program, version and attempt.

N.B. Admissions team conducts periodical check for commission reversal vs refund.

3.12. Reverse / re-calculate commission (commission module)

3.12.1. Reverse commission and/or re-calculate commission as required (commission module)

3.12.2. If there is any doubt about the reversal, consult Admissions Support Officer in charge of refund by emailing refund@utscollege.edu.au

3.13. Confirm veracity of documents

3.13.1. Verify the SPRF information with the supporting documents and confirm the refund request is approved by the appropriate delegate(s) in the submission.

3.13.2. Check for adequate information and document (e.g. bank account statement) have been provided to support the payment set up.

3.13.3. If there is any issue about the refund request, contact the Admissions Support Officer in charge of the refund.

3.14. Process payment

3.14.1. On a weekly basis, process Electronic Fund Transfer (EFT) or International money transfer (IMT) according to the refund destination requested by the student.

- 3.14.2. The refund payment approval in Finance One and CommBiz are the same as other payments which is in complied with the Finance Payment Approval Procedures.
 - 3.14.3. Email to refund@utscollege.edu.au the remittance advice after the weekly refund payment has been processed and confirmed in CommBiz.
- 3.15. Set up the monthly reports and reconciliation
- 3.15.1. Prepare the monthly student refund analysis report with reference to the student refund data in Finance one and. The report data is then to be used for the composing of the monthly management reports prepared by Finance.
 - 3.15.2. On a monthly basis reconcile the account “Creditors-Student Refund 10.98.2020.000”
 - 3.15.3. If there is any issue about the analysis and reconciliation, contact the Admissions Support Officer.
- 3.16. Apply the refund in Student One
- 3.16.1. Receive the remittance advice.
 - 3.16.2. Allocate the refund amount in Student Account in Student One
 - 3.16.3. Add a RFN comment in student One in the format TT or EFT done on DD/MM/YY
- 3.17. Notify the student
- 3.17.1. Email the student informing them about the refund application outcome explaining how the refund amount was calculated by enclosing a table of the refund calculation. Attach the remittance advice to the email.
- 3.18. Archive complete documentation
- 3.18.1. Archive all emails in student record centre
 - 3.18.2. End of process.

4. RESPONSIBILITIES

4.1. UTS College Students

- a) Submit refund applications with all required documentation.
- b) Provide accurate and truthful information in their refund applications.

4.2. UTS College Student Services Team

- a) Provides information and support to students regarding their rights and obligations under the Refund Policy.

- b) Assists students in completing refund applications and provide advice on supportive documentation.
- c) Communicates the process of the refund to students as required

4.3. **UTS College Finance Team**

- a) Processes approved refund payments within the specified timeframes.
- b) Ensures that refunds are made in accordance with the policy and financial regulations.
- c) Monitors and reports on refund transactions to ensure compliance and identify any potential issues.

4.4. **UTS College Admissions Team**

- a) Manages the day-to-day administration of the Refund Policy.
- b) Reviews and processes refund applications in accordance with the policy.
- c) Provides guidance to students and staff regarding refund procedures.
- d) Maintains accurate records of all refund transactions.
- e) Communicates outcomes of refund applications to students in a timely manner
- f) Reviews and approve appeals as they relate to the refund policy and in compassionate and compelling circumstances.

4.5. **Executive Director, Future Students**

- a) Oversees the implementation and compliance of the Refund Policy.
- b) Reviews and approves refund requests in exceptional circumstances.

5. RELATED DOCUMENTS (**EXAMPLES**)

UTS College Policies and Procedures

- Refund Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Application, Admission and Enrolment Policy and Procedure
- International Student Transfer Request Assessment Policy
- Delegated Financial Authority Policy

- Homestay Policy and Procedure
- Student Residential Accommodation and Welfare Policy and Procedure

Legislation

- ESOS Act (2000)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Tuition Protection Service (TPS) legislation
- Higher Education Support Act (2003)
- Higher Education Support Framework Threshold Standards (2021)

UTS College Forms and Guides

- Offer Letter Terms and Conditions
- Application for Refund of Fees Form
- Refund Reference Guide (internal document)
- UTS Library Statement
- Medical Certificate Form

DEFINITIONS

Academic Program	UTS Foundation Studies programs, Diploma and Graduate Certificate & Cambridge International AS & A Level courses
Affiliates	UTS College Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
Agent	An organisation involved in a contractual relationship to recruit students to study at UTS College. Otherwise referred to as education agent.
Ci	UTS College's Student Database (otherwise known as Student 1 or S1).
Domestic Student	An Australian or a New Zealand citizen or an Australian Permanent Resident (PR) visa holder.
FEE-HELP	Higher Education Loan Program (HELP) allows eligible domestic students to defer their student contribution and repay it later through the taxation system once they have reached the income threshold.
Finance 1	UTS College's finance system which contains details of students' financial transactions.

Refund Procedure

HELPS Centre	Formerly known as the Learning Centre (LC), used by students enrolled in English (ELT) programs.
International Student	A student who is not a domestic student.
Student Record Centre	UTS College's electronic student filing system.
NPY	Not paid Yet
SACM	Saudi Arabian Cultural Mission
Scholarship	In this procedure, this means a grant or payment made by a foreign government or organization to support a student's education at UTS College.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
TPS	Tuition Protection Service
UTS College	UTS College Limited, its representative offices and its controlled entities.

APPROVAL	
Procedure Title	Refund Procedure
Procedure ID	PROC/FSU/20/24
Procedure Category	Operational
Procedure Audience	Staff, Students, Affiliates and Third Parties
Procedure Owner	Admissions Manager
Executive Approval	Executive Director, Future Students
Approved Date	19 September 2024
Next Review Date	18 September 2027

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		July 2023	
1.1	Admissions Manager	Updated to include Cambridge International AS & A level & updated process to align with system handling & refunds via flywire.	September 2024

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