



TUITION FEE REFUND POLICY: EDUCATION; COUNSELLING, CHAPLAINCY AND SPIRITUAL CARE

[Formerly *Compassionate Withdrawal Policy: Education, Counselling, Chaplaincy and Spiritual Care*]

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Higher Education Standard	HES_1.1.2.c		
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1. PURPOSE

To define the circumstances in which a student may be granted a Tuition Fee Refund (TFR) and/or a re-crediting of FEE-HELP Debt for a unit.

2. DEFINITIONS

Key Term or Acronym	Definition
AAT	Administrative Appeals Tribunal
CAO	Chief Academic Officer
Census date	The point at which a student's enrolment in a course becomes effective and they become financially liable for the course.
CW	Compassionate withdrawal

DSS	Director of Student Services
FEE-HELP	Fee Paying Higher Education Loan Program. An Australian Government loan scheme that assists eligible fee-paying students to pay all or part of their tuition fees
MC	Morling College
Tuition fee	A fee paid by a candidate (with or without FEE-HELP) to cover the cost of tuition, covering registration, administration, supervision, and examination fees
Tuition fee refund	<p>A general term referring to a</p> <ul style="list-style-type: none"> • re-credit a FEE-HELP balance, and • remit a FEE-HELP debt, or • refund or reverse of tuition fees.
Unit	A block of study in a particular field.

3. SCOPE

This policy applies to all students enrolled in a MC course in Education; Counselling; and Chaplaincy and Spiritual Care.

Overseas students have additional obligations, so should also refer to the Refund of Tuition Fees Policy: Overseas Counselling Students.

4. POLICY STATEMENT

Morling College undertakes to refund tuition fees and arrange the re-crediting of FEE-HELP debt according to the rules of the Higher Education Provider (HEP) Guidelines under the Higher Education Support Act 2003.

If a student withdraws from a unit prior to or on the census date, there is no financial liability. If the associated tuition fee has been paid, it will be refunded automatically when the Enrolment Variation Form is processed.

Morling College may refund tuition fees, which includes:

- re-credit a FEE-HELP balance, and
- remit a FEE-HELP debt or
- refund or reverse tuition fees,

for a unit(s) of study from which a student withdrew after the census date or had not completed the requirements for the unit(s) **due to special circumstances**.

If a Tuition Fee Refund (TFR) is granted,

- the student will receive a CW (Compassionate Withdrawal) grade, rather than a F (Fail) or FW (Fail late withdrawal), and

- the student's fee-refund and/or re-credit of FEE-HELP will be processed.
- It is the student's responsibility to apply for a Tuition Fee Refund. Failure to do so will result in the usual penalties being applied for failing to fulfil the requirements of the unit.

5. PRINCIPLES

Eligibility

5.1 For a student to be granted a TFR, the circumstances which make it impracticable to fulfill unit requirements must be due to Special Circumstances.

Special Circumstances are defined as those situations which

- *are beyond the student's control*, i.e. a situation occurs which a reasonable person would consider **is not due to the person's action or inaction**, either direct or indirect, and for which the person is not responsible

and

- *made their full impact on or after the census date (but within the study period)*, i.e. your circumstances occurred
 - before the census date, but worsened after that day, or
 - before the census date, but the full effect or magnitude did not become apparent until on or after that day, or
 - on or after the census date

and

- *made it impracticable for the student to complete or pass the unit*, i.e.
 - undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet your compulsory course requirements, or
 - complete the required assessable work, or
 - sit the required examinations or complete any other course requirements because of your inability to meet (i), (ii) or (iii).

and

- *are unusual, uncommon, and abnormal*.

5.2 Circumstances which may make it impracticable to complete include:

- *medical circumstance* i.e., where your medical condition existed prior to the census date, continued past that date, and deteriorated to the extent that you are unable to continue your studies OR your medical condition

only became known after the census date

- *family circumstance* i.e., due to unforeseen family reasons that are beyond your control you are unable to continue with your studies
- *personal circumstance* i.e., due to unforeseen personal reasons that are beyond your control you are unable to continue with your studies
- *employment related circumstances* i.e., where your employment status or employment arrangements change **unexpectedly** due to circumstances beyond your control and you are unable to complete your studies
- *course of study related circumstance* i.e., where your institution changes the arrangements for your unit or course and as a result you are disadvantaged to the extent that you are unable to complete the requirements of the course and continue with your studies.

5.3 Under normal circumstances, a student is ineligible for a TFR if they have been granted a Deferral of Assessment and do not complete their assessment within the terms of the deferral.

5.4 A student is ineligible for any refund if they successfully completed the unit i.e., they passed.

Applying for Tuition Fee Refund

5.5 An application should be made as soon as possible, ideally by the Friday of the final week of the semester. The student must apply in writing, within twelve (12) months of the withdrawal date, or if the student has not withdrawn, within twelve (12) months of the end of the period of study in which the unit of study was or was to be undertaken. Morling can exercise its discretion to waive this requirement if it is satisfied that the application could not be made within the time limit.

5.6 An application is to be submitted to the relevant faculty online Application for Tuition Fee Refund Form, which can be found on Moodle.

5.7 An application for Tuition Fee Refund must be supported by **independent** documentary evidence that substantiates the claims, such as medical certificates and letters of support. It is not sufficient to provide only a personal statement or Statutory Declaration outlining your special circumstances.

5.8 Be aware that Morling College may contact any professional authority who has supported your application, to verify any information they have provided.

5.9 The application will be considered within 28 days of receiving the application.

5.10 Each application will be examined and determined on its merits.

5.11 The Director of Student Services (DSS) will have the authority to approve a

student's application for Tuition Fee Refund, in consultation with the Faculty Dean.

- 5.12 If an application for Tuition Fee Refund is approved, the refund of tuition fees and/or the re-credit of FEE-HELP debt will be processed automatically.

Appeal

- 5.13 Where a student is not satisfied with the decision made by the DSS, they may apply in writing to the Chief Academic Officer (CAO) for a review of the decision.
- 5.14 The time limit for applying for a review is 28 days from the student receiving notice of the decision. The student must state their reasons for applying for a review. MC reserves the right not to consider applications received after 28 days.
- 5.15 The CAO must acknowledge receipt of an application for a review of a decision in writing.
- 5.16 The CAO's available options are to:
- confirm the decision
 - vary the decision, or
 - set the decision aside and substitute a new decision
- 5.17 Within 14 days of receipt of the application, the CAO will notify the applicant of his/her decision, the reasons for making the decision, and of their right of appeal to the Administrative Appeals Tribunal.
- 5.18 As denial of a Tuition Fee Refund means the student is ineligible for a tuition fee refund, or a re-crediting of FEE-HELP debt, the student has the right to appeal to the [Administrative Appeals Tribunal](#) for a review of the CAO's decision. The student may supply additional information to the AAT that he or she did not previously supply to the Registrar or the CAO.

6. RELATED DOCUMENTS

Refund of Tuition Fees Policy: Overseas Counselling Students

Special Circumstances Policy: Education; Counselling, Chaplaincy and Spiritual Care

Variation to Enrolment Policy: Education; Counselling, Chaplaincy and Spiritual Care

Variation to Enrolment Form

7. HIGHER EDUCATION COMPLIANCE REFERENCE

Higher Education Standards 2015

Higher Education Provider Guidelines 2012

8. LEGISLATION

Higher Education Support Act (2003) Commonwealth

Administrative Appeals Tribunal Act 1975, Commonwealth

Administrative Appeals Tribunal Regulation 2015, Commonwealth

9. REFERENCES

ACT Tuition Fee Refund Policy

Macquarie University Guidelines for Applying for Remission/Refund/Reversal of Fees in Special Circumstances.

10. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
3.01	Policy Coordinator	Feb 2023	Feb 2023	Header table updated to latest version, including addition of keywords. Updated responsible officer and contact.
3.00	Academic Board	10 November 2021	10 November 2021	Changed name of policy and substituted the term Compassionate Withdrawal with Tuition Fee Refund throughout. Changed Responsible Body from MC Board to Academic Board. Amended Policy statement. Changes to reflect changes in structure and responsibilities. 2. Definitions: removed Withdrawal Date; added CW, DSS, FEE-HELP, Tuition fee, Tuition fee refund, Unit. 3. Added reference to policy for Overseas Counselling students. Expanded explanations in 5. 5.5 Clarifying the application of the 12 month deadline for submission. 5.6 Submission to the faculty online form. 5.6 submission to the faculty online form. 5.14 Added <i>MC reserves the right not to consider applications received after 28 days.</i>

2	MC Board	20 November 2018	20 November 2018	Nil
2	Academic Board	17 October 2018		Added 5.3 re eligibility. Inserted 'independent' in 5.8 to align with ACT policy. 5.10 Replaced Academic Dean with Faculty Dean. Eliminated the need to apply separately for a refund of tuition fees and/or re-crediting of FEE-HELP debt (5.11). Added appeal to the AAT (5.17). Streamlined and formatted into the new template.
1	Academic Board	December 2017	December 2017	

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