



## Refund of Tuition Fees for International Counselling Students Policy

Title: Refund of Tuition Fees for International Counselling Students Policy  
Author: Dean of Academic and Regional Development  
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Morling College has developed this policy and agreement in accordance with Section 28(1) of the ESOS Act 2000 and the National Code 2007.

This policy and agreement, and the availability of the Morling College Grievance Policy for International Students, do not remove the right of the student to take further action under Australia's consumer protection laws (ESOS National Code, Standard 3.2.d). Moreover, the dispute resolution procedures of the College do not circumscribe the student's right to pursue other legal remedies, such as action under Australia's consumer protection laws.

A copy of this policy must be given to all intending and enrolling overseas students before any course fees are paid. This policy and agreement is available on the Morling College website.

Morling College courses are subject to annual review and the annual tuition fee for a calendar year of study may change from 1 January each year. Thus, tuition fees for units studied will be at the rate applicable at the time of study.

You are required to pay your tuition fees up-front in full for the first half-year of full-time study unless other arrangements have been agreed to in writing by the Registrar. The amount of the fees due will take account of any subsidy provided by the College.

In the event that an offer of a place is withdrawn by the College on the grounds that the original offer was made on the basis of incomplete or incorrect information supplied by you, the College reserves the right to withhold 10% of the tuition fees paid for the first half-year (or \$1000 whichever is the lesser amount) and to refund the balance.

International students are obliged to make up-front payments of tuition and other fees normally no later than the first day in each study period of teaching of units in their course. Tuition fees will be charged according to the unit load for the next study period.

While the National Code no longer requires international students to enrol in a full-time unit load each study period, they are required to complete the enrolled course within the time frame as stated on the student's Confirmation of Enrolment (eCoE) document. This means that if international students elect to take less than a full-time load in any study period, they need to keep in mind how they will organize their unit load in future study periods in order to complete the course on time.

### Refunds if the student defaults

You may withdraw from a unit or course at any time during your course of study. However, you need to be aware of the consequences of such an action based on the National Code 2007.

You are subject to the provisions of the *Variation of Enrolment Policy* as it relates to withdrawing from units and the consequences according to the time in a study period that action occurs. The Policy is available on the Morling College website.

A summary of the implications of this policy is available at appendix A-C in this handbook.

### Refunds if Morling College defaults

Refunds if Morling College defaults cannot be covered by a written agreement between the College and the student. Such situations are covered by the provisions of the Tuition Protection Service. For more information about the Tuition Protection Service, please visit <https://tps.gov.au>.

As an alternative to making a payment required by this provision of Morling College, Morling College may arrange for another course, or part of a course, to be provided to you at the Morling College's expense.

### Other information concerning the refund of tuition fees

Morling College must pay the refund or respond to the request for a refund within four (4) weeks of receipt of the written claim from you by the Registrar of Morling College. Refunds will normally be made in the same currency as the fees were originally paid and will be made in the student's home country except in documented special circumstances.

As it is yourself only who enters into the written agreement with Morling College, and no third party is normally involved, the refund will normally be paid to you. If you wish the refund to be paid to someone else (e.g. in the event that the tuition fees were paid by another person), you must provide a letter of authority signed by yourself and the receiving party, including account details of the receiving party, enabling the college to pay the other party. The letter should be attached to the request for refund.

In circumstances where you are approved to study at another institution in Australia, any refund must be paid directly to the new institution accepting you. Refunds in the form of transfer of fees to another institution will be made subject to you presenting evidence of an offer of a place to study in that institution.

A notice of withdrawal due to exceptional circumstances may be accepted as grounds for a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Special circumstances include, but are not limited to:

- inability to obtain a student visa
- illness or disability
- failure to meet English language requirements for admission
- death of the student or a close family member (parent, sibling, spouse or child)
- political, civil or natural event which prevents full payment of fees.

*Appendix A – Summary of the Variation of Enrolment Policy for the purposes of international withdrawals*

*Definitions*

Administrative date	<p>The date in the period of presentation of a unit after which payment of the Variation of Enrolment fee is required up until the Census Date for addition of a unit or for withdrawal from a unit.</p> <p>For semester-length units, the Administrative Date is 5pm (college local time) on the last day (normally Friday) of the second teaching week of semester.</p> <p>For intensive units, the Administrative Date is 5pm (college local time) on the second day of classes in the unit.</p>
Census date	<p>The date against which enrolled load in a unit is tallied.</p> <p>For semester-length units, the Census Date is normally 31 March or 31 August. For all units, including those taught in intensive mode, the Census Date must be no less than 20% of the period from the commencement of the unit to the final date for completion of assessment tasks.</p> <p>Requests to be actioned against a Census Date must be lodged by 5pm (college local time) on that date.</p> <p>The Variation of Enrolment fee will not apply after the Census Date.</p>
Withdrawal date	<p>The date after the Census Date of a unit and before which a student must withdraw from the unit so as to not incur an academic penalty.</p> <p>For semester-length units, the Withdrawal Date will normally be the Friday at the end of the second full teaching week after the Census Date.</p> <p>For intensive units, the Withdrawal Date is approximately 60% of the period from commencement of the unit to the final date for completion of assessment tasks.</p> <p>Requests to be actioned against the Withdrawal Date must be lodged by 5pm (college local time) on that date.</p>
Variation of Enrolment fee	<p>Annually, usually in August for the next year, a Fee per credit point will be set by the College in relation to withdrawing from the unit after Administrative Date and before Census Date. See the Morling College website for the most up-to-date information.</p>

Appendix B – Summary table for Semester-length Units for the purposes of international student withdrawals

<b>Withdrawing from Semester-length Units</b>			
(assumes student has completed unit enrolment by the end of Week 2 of semester)			
<b>Semester Week</b>	<b>Day</b>	<b>Action Date</b>	<b>Withdraw from unit(s)</b>
1	First day	Unit start	No Variation of Enrolment fee applies Unit deleted from record No academic penalty Full refund of any up-front payments
2	Last day – 5pm (local college time)	<b>Administrative Date</b>	
3	After Administrative Date up to		Variation of Enrolment fee applies No academic penalty (unit graded AW) Full refund of any up-front payments
	31 Mar or 31 Aug 5pm (local college time)	<b>Census Date</b>	
	After Census Date up to		No Variation of Enrolment fee applies No academic penalty (unit graded W) No refund of any up-front payments*
Friday at end of second full teaching week after Census Date	Last day – 5pm (local college time)	<b>Withdrawal Date</b>	
	After Withdrawal Date		No Variation of Enrolment fee applies Academic penalty (unit graded FW) No refund of any up-front payments*

\*If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request refunding of any up-front payment(s) made in relation to the unit.

*Appendix C - Summary table for Units taught in the Intensive mode for the purposes of international student withdrawals*

<b>Withdrawing from units presented in Intensive mode</b>			
(assumes student has completed unit enrolment by the end of day 2 of unit presentation)			
<b>Day</b>	<b>Time</b>	<b>Action Date</b>	<b>Withdraw from unit(s)</b>
Presentation Day 1		Unit start	No Variation of Enrolment fee applies Unit deleted from record
Presentation Day 2	5pm (local college time)	<b>Administrative Date</b>	No academic penalty Full refund of any up-front payments
	After Administrative Date up to		
Day more than 20% of the time into the unit (incl assessment period)	5pm (local college time)	<b>Census Date</b>	Variation of Enrolment fee applies No academic penalty (unit graded AW) Full refund of any up-front payments
	After Census Date up to		
Approx. 60% of the time into the unit (incl assessment period)	5pm (local college time)	<b>Withdrawal Date</b>	No Variation of Enrolment fee applies No academic penalty (unit graded W) No refund of any up-front payments*
	After Withdrawal Date		No Variation of Enrolment fee applies Academic penalty (unit graded FW) No refund of any up-front payments*

\*If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request refunding of any up-front payment(s) made in relation to the unit.