

R4 - REFUND POLICY

1 PURPOSE

This policy sets down BBI– The Australian Institute of Theological Education (BBI-TAITE) policy for refund of fees for all BBI-TAITE students.

2 BACKGROUND

BBI-TAITE is committed to quality learning and teaching, as reflected in its educational mission. BBI-TAITE recognises that, for a variety of reasons, students may decide to withdraw from a unit after beginning it. This policy establishes the parameters for the refunding of fees following a student's withdrawal from a unit.

3 SCOPE

This policy applies to the refund of fees paid by students for the delivery of courses.

4 DEFINITIONS

Census Date: the last day on which a student can access HELP loans or withdraw from a unit of study without incurring a debt.

4 POLICY

Refund of Tuition Fees when Student Withdraws on or before the Census Date

Withdrawing from a unit on or before the census date for that trimester is permitted without affecting the student's transcript and students will be refunded in full. Students are able to withdraw from a unit by completing the Withdrawal from a Unit Form available on our website.

Refund of Tuition Fees when Student Withdraws after the Census Date

Students who withdraw from a unit after the census date but before the specified trimester date outlined in Schedule 1, will receive a withdrawn without academic penalty (WW) grade on their transcript and no refund will be paid.

Students who withdraw from a unit after the census date and after the specified trimester date outlined in Schedule 1, will receive a fail (FF) grade on their transcript and no refund will be paid.

Special Circumstances for Refunds when Students Apply to Withdraw after the Census Date

A refund may be granted to a student who makes changes to, or withdraws from a unit, after the census date, provided evidence is supplied that the student had ceased attendance by the census date, and was unable to notify BBI-TAITE for reasons beyond his or her control.

An application will only be considered where BBI-TAITE is satisfied that the circumstances were:

- beyond the student's control; and
- did not make their full impact on the student until on or after the census date, and
- were such that it made it impracticable for the student to complete his or her units(s) of study requirements.

Please note, special circumstances do not include a lack of knowledge or understanding of the census dates or BBI-TAITE's enrolment and withdrawal processes. Also, if a student withdraws from a unit after the census date because of a change of mind about studying, the student is still required to repay his or her debt for that unit.

Re-crediting FEE-HELP balance

Students who withdraw from a program and have received FEE-HELP assistance, will have their FEE-HELP balance re-credited with the amount equal to the amount of FEE-HELP assistance that they received for a unit, if:

- The student withdraws on or before the census date; or
- The student applies in writing within 12 months after the commencement of the unit and BBI-TAITE is satisfied that special circumstances apply to the student.

Fail a unit or do not attend classes

If a student fails a unit(s), they will still be charged for that unit(s), regardless of whether or not a student attended classes or accessed the class content on Blackboard. If the student did not formally withdraw on or before the census date, the student will still be charged for the affected unit(s).

5 PROCEDURE

Refund Procedure for Domestic Students

Refunds are not automatic - where a refund is due the student must complete two processes to receive a refund:

- the student must notify BBI-TAITE in writing of his or her intention to withdraw; and
- the student must seek a refund.

a) Written Notice of Intention to Change or Withdraw from Courses or Units

- Students may vary their unit enrolment by completing the Withdrawal from a Unit Form and submit this to the Student Registrar.

- Students can apply for 'special consideration' to withdraw after the census date by indicating their intention on the Withdrawal from a Unit Form. The application will be considered and if approved the student can apply for a refund.

AND

b) Seeking a Refund

The student must formally request a refund by completing a Refund Request Form and sending this to the Student Registrar's Office. The Refund Request Form is available for download online or can be requested by email.

Transfer of Fees

BBI-TAITE will not authorise the transfer of fees to other institutions or any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid, and must be refunded to the country of origin, if applicable – for example, where fees are paid by Electronic Funds Transfer (EFT), they may only be refunded to the originating bank account. If a third party such as a sponsor or scholarship agency paid for the student fees, any refund will be paid to the third party.

Bank charges for refunds made by cheque, bank draft or electronic transfer may be deducted from the refund amount.

If the funds were paid in a foreign currency, BBI-TAITE will only refund the Australian Dollar (AUD) amount it originally received.

All refunds will be made within 30 days after BBI-TAITE receives a written refund claim.

Refund Complaints Process

Student complaints in relation to refunds are processed according to the BBI-TAITE Student Grievance policy. BBI-TAITE dispute resolution processes do not circumscribe the student's right to pursue other legal remedies; students may take further action under Australia's Consumer Protection Law.

6 KEY RELATED DOCUMENTS

- Student Grievance Policy
- Refund of Tuition Fees when Student Withdraws after Census Date (Schedule 1)
- Request for Refund Form
- Withdrawal from a Unit Form

7 NOTES

Contact Officer	Director Student Services and Operations
Implementation Officer/s	Student Registrar / Academic Dean
Approval Authority / Authorities	Executive Committee / Audit and Risk Committee
Date Approved	17/10/2016
Date of Commencement	17/10/2016
Date for Review	24 MONTHS AFTER COMMENCEMENT
Amendment History	01/03/17 – Amended definition of Census Date, amended reference to 'Withdrawal before Census Date' to 'Withdrawal on or before the Census Date', amended title of unit withdrawal form and refund form, and amended procedure to reflect use of forms to withdraw. 28/04/17 – Included 2018 dates in Schedule 1. 10/08/18 – Included 2019 dates in Schedule 1.

	REVIEWED 20/02/2019 20/02/19 – Included 2020 dates in Schedule 1. Deleted 2017 dates in Schedule 1. BBI changed to BBI-TAITE
Key Stakeholders	Faculty & Sessional Academics / Students / Higher Education Partners
Associated Documents	Schedule 1 - Refund of Tuition Fees when Student Withdraws after Census Date

Schedule 1 - Refund of Tuition Fees when Student Withdraws after Census Date

Students who withdraw from a **unit after census date but before the specified trimester date** outlined below, will receive a withdrawn without academic penalty (WW) grade on their transcript and no refund will be paid.

2018

STUDY PERIOD	CENSUS DATE	FOR WW WITHDRAW BY
Trimester 1	Monday 19 th March	Friday 11 th May
Trimester 2	Monday 13 th August	Friday 5 th October
Trimester 3	Monday 10 th December	Friday 4 th January 2018

2019

STUDY PERIOD	CENSUS DATE	FOR WW WITHDRAW BY
Trimester 1	Monday 18 th March	Friday 10 th May
Trimester 2	Monday 12 th August	Friday 4 th October
Trimester 3	Monday 9 th December	Friday 3 rd January 2020

2020

STUDY PERIOD	CENSUS DATE	FOR WW WITHDRAW BY
Trimester 1	Monday 16 th March	Friday 8 th May
Trimester 2	Monday 10 th August	Friday 2 th October
Trimester 3	Monday 7 th December	Friday 1 st January 2021

Students who withdraw from a unit **after census date and after the specified trimester date** outlined below will receive a fail (FF) grade on their transcript and no refund will be paid.

2018

STUDY PERIOD	CENSUS DATE	FOR FF WITHDRAW AFTER
Trimester 1	Monday 19 th March	Friday 11 th May
Trimester 2	Monday 13 th August	Friday 5 th October
Trimester 3	Monday 10 th December	Friday 4 th January 2018

2019

STUDY PERIOD	CENSUS DATE	FOR FF WITHDRAW AFTER
Trimester 1	Monday 18 th March	Friday 10 th May
Trimester 2	Monday 12 th August	Friday 4 th October
Trimester 3	Monday 9 th December	Friday 3 rd January 2020

2020

STUDY PERIOD	CENSUS DATE	FOR FF WITHDRAW AFTER
Trimester 1	Monday 16 th March	Friday 8 th May
Trimester 2	Monday 10 th August	Friday 2 th October
Trimester 3	Monday 7 th December	Friday 1 st January 2021