

Fee Refund and Remission Procedures

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1. Governing Policy

[Student Fees Policy](#)

2. Purpose

To set out the eligibility and processes for lodging and assessing special circumstance applications for:

- a. refund of student contribution amounts or tuition fees
- b. remission of Commonwealth Higher Education Loan Program (HELP) debts.

3. Scope

- a. These procedures apply to domestic students.
- b. These procedures apply to international students only in the circumstance of withdrawal after the census date, otherwise the [International Student Tuition Fee Procedures](#) apply.
- c. These procedures do not apply to OS-HELP debts or SA-HELP debts.

4. Withdrawal on or before the census date

A student who withdraws from a topic(s) on or before the census date will:

- a. not be liable to pay the student contribution amount or tuition fee
- b. not incur a HELP debt
- c. be refunded in full any up-front payments of the student contribution amount or tuition fee
- d. be refunded any Student Services and Amenities Fee (SSAF) paid for the topic(s).

5. Enrolment changes after the census date

- a. A student who withdraws from a topic(s) after the census date or who has not successfully completed the requirements for a topic(s) will:
 - i. be liable to pay the student contribution amount or tuition fee
 - ii. incur a HELP debt
 - iii. not be refunded any SSAF paid for the topic(s).
- b. Where a student can demonstrate **special circumstances** in accordance with [Procedure 6](#), the student may apply for:

- i. a refund of the student contribution amount or tuition fee, and/or
- ii. a remission of HELP debt.
- c. The University will also consider applications for a refund or remission where one of the following circumstances apply:
 - i. an offer of a place is withdrawn under the Student Admission Procedures
 - ii. the student enrolled in a course or topic based on misleading or incorrect information (except where the topic(s) have been successfully completed – see g. below).
- d. Applications must be made on the [required form](#) and be accompanied by the required supporting documentation.
- e. Applications must be lodged no later than 12 months from the withdrawal date, or if the student did not withdraw, no later than 12 months from the end of the semester (that is, the final day of the exam period for that semester) in which the topic(s) were taken.
- f. Late applications will only be accepted where the student can demonstrate that, due to the nature of their circumstances, they were unable to submit the application in time. Late applications must include supporting documentation from a relevant professional practitioner.
- g. A student is not eligible for a refund or remission if they have successfully completed the topic(s).

6. Special Circumstances

- a. Special circumstances are circumstances which:
 - i. are beyond the student's control, and
 - ii. did not fully impact the student until on or after the census date, and
 - iii. made it impracticable for the student to complete the requirements for the topic(s).
- b. Special circumstances that make it impracticable for the student to complete the requirements for the topic(s) may include, but are not limited to:
 - i. **Medical circumstances.** For example, where a medical condition has changed to such an extent that a student is unable to continue studying.
 - ii. **Personal/family circumstances.** For example, death or severe medical problems within a family, or unforeseen financial difficulties, so that it is unreasonable to expect a student to continue studies.
 - iii. **Employment-related circumstances.** For example, where a student's employment status or arrangements have changed so that the student is unable to continue their studies.
 - iv. **Course-related circumstances.** For example, where the University has changed the topic(s) offered in such a manner that the student is disadvantaged by either not being able to complete the topic(s), or not being given credit towards other topics or courses.
- c. Special circumstances do not include:
 - i. a lack of knowledge or understanding of the University's policies and procedures
 - ii. a person's incapacity to repay a HELP debt
 - iii. failing topic 'hurdle requirements' (i.e. assessment activities or components which must be passed in order to pass the topic), unless the failure is related to the special circumstances
 - iv. being withdrawn from a placement for reasons of unsatisfactory performance or unsafe, negligent, or unprofessional practice and recording a Fail (F) grade for the topic

- v. receiving an overall Fail (F) grade for a topic as a penalty for academic misconduct in accordance with the [Student Academic Integrity Policy](#)
- vi. any other circumstance that already made it impracticable for the student to successfully meet the requirements of the topic(s) prior to any special circumstances emerging.

7. Assessment of applications

- a. The Student Finance and Scholarships Team will consider applications as soon as practicable and no later than 28 calendar days after the receipt of an application.
- b. In assessing an application, the Student Finance and Scholarships Team may seek further information from the student, relevant staff of the University, or check any information or data held on University systems.
- c. Once a decision has been made on the application, the Student Finance and Scholarships Team will notify the student in writing of the decision and the reasons for that decision.
- d. Where a student's application for a refund or remission is approved, Student Finance and Scholarships will:
 - i. arrange a refund of the student contribution amount or tuition fee or notify the Australian Taxation Office of the remission of the HELP debt
 - ii. ensure a notation of Withdraw, Not Fail (WN) is recorded for the topic(s).
- e. If the application has been denied, the notification will include the reasons for that decision and will inform the student of their right to seek a review in accordance with the [Student Fees Policy](#) and the [Student Review and Appeal Policy](#).

8. Definitions

Census date	the last date students can withdraw from a topic and not incur a debt in respect of that topic
Domestic students	students who are Australian citizens, Australian permanent residents or New Zealand citizens
Higher Education Loan Program (HELP)	a suite of loans offered by the Australian Government that assist eligible students to pay their student contribution (HECS-HELP), domestic fee-paying tuition (FEE-HELP), overseas study expense (OS-HELP) or the Student Services and Amenities Fees (SA-HELP)
International students	students who are studying on a student visa and temporary visa with a study right
Student contribution amount	the part of the topic fee paid by a Commonwealth supported student
Student Services and Amenities Fees (SSAF)	a fee, revenue from which supports non-academic services to students
Tuition fee	the topic fee paid by students who are not Commonwealth supported. There are different tuition fees for domestic and international students

9. Related links

[Refunds and remissions information for students](#)

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