



# FEES AND REFUNDS POLICY

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<b>Supporting Documents, Procedures &amp; Forms:</b>	Course Progress Policy Fees Refund Transfer Procedure Instalment Plan Procedure Refund Form Student Grievance Policy Transfer Credit and/or Fees to UOW Procedure Tuition Fee Instalment Contract UOW Enterprises Delegations of Authority		
<b>References &amp; Legislation:</b>	<a href="#">Education Services for Overseas Students Act 2000</a> <a href="#">Higher Education Support Act 2003</a> <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2007</a> <a href="#">Study Assist</a> <a href="#">VET Student Loan Rules</a>		



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## PART A: GENERAL INFORMATION

### 1 Purpose

- 1.1 This policy sets out UOW College's fee and refund rules.

### 2 Scope

- 2.1 This Policy applies to all students of the College, including prospective students, regardless of their funding source or payment method.
- 2.2 This document contains three parts:
- a. Part A: general fees and refund information that applies to both domestic students and international students;
  - b. Part B: specific provisions that only apply to domestic students; and
  - c. Part C: specific provisions that only apply to international students.
- 2.3 There are different processes concerning fees for domestic students and international students to ensure the College's compliance with relevant legislation and regulation.
- 2.4 Definitions for terms within this policy can be found in "Appendix A: Definitions" at the end of this Policy.
- 2.5 This Policy is to be read in conjunction with applicable legislative instruments.

### 3 Fee Calculation and Notification

- 3.1 Prior to enrolment information on fees is set out in the offer letter.
- 3.2 Up-to-date tuition fees and other charges are notified to enrolled students via SOLS. SOLS is used by the College to communicate important information and should be accessed by current students regularly. Failure to do this may result in not receiving important information (e.g. Fees Information).
- 3.3 The student will incur the costs of any bank charges.

### 4 Changes in Fees

- 4.1 Fees are reviewed annually by the College and published on the College website located at [www.uowcollege.edu.au](http://www.uowcollege.edu.au)
- 4.2 Changes to fees payable by a student may occur with a change in a student's enrolment, including through:



- a. Deferment of enrolment by a student to the following calendar year; or
- b. A student transferring from one course to another course including change in mode of delivery or campus; or
- c. Course extensions will be charged at the current published price

## **5 Due Dates and Payment Methods**

5.1 All students must ensure that by the due date they have:

- a. Paid all fees; or
- b. Entered into a tuition instalment plan contract under clause 6; or
- c. Applied for the relevant government funding and provided their tax file number by census date

5.2 The College calculates due dates as follows:

- a. For students enrolled in English language courses that are:
  - i. 24 weeks or less in duration, students must pay the corresponding fee prior to the commencement of the course; or
  - ii. greater than 24 weeks in duration, students must pay:
    - 1. The amount equal to 50% of the corresponding fee by no later than the course commencement date; and
    - 2. The amount equal to the remaining 50% of the corresponding fee by no later than 14 days prior to the date the course recommences in the second study period.
- b. All other students (other than those enrolled in English language courses, and those who have entered into an tuition fee instalment plan) the due date is 2 weeks before census date for that session.

5.3 If a student is deemed to be excluded under the Course Progress Policy or the Vocational Course Progress Policy that student must pay all fees by the due date pending the decision of any appeal under the relevant policy.

5.4 Instructions for the method of payment of fees are provided on the relevant fee statement and the College website. This information is also included in their offer letter.



- 5.5 The oldest fee or charge due date will receive the first allocation of any payment made by a student.
- 5.6 Enrolled domestic students with zero attendance will be cancelled upon census and fees reversed.

## **6 Tuition Fee Instalment Plan Contract**

- 6.1 The College recognises that some students may experience difficulty paying full tuition fees by the due date. Students meeting eligibility requirements may be able to access a tuition fee instalment plan.
- 6.2 A tuition fee instalment plan contract is not available for students with:
  - a. A history of unreliable payment of fees;
  - b. International students that are enrolling in their first session of English language program or academic program; or
  - c. Outstanding fees or charges.
- 6.3 The tuition fee instalment plan contract:
  - a. Applies only in respect of tuition fees and cannot be applied to any additional fees or charges;
  - b. Specifies the amounts payable and the dates upon which those amounts must be paid; and
  - c. Must be signed by both the College and the Student.
- 6.4 A student may apply for a tuition fee instalment plan contract by emailing [uowcstudent-fees@uow.edu.au](mailto:uowcstudent-fees@uow.edu.au)

## **7 Penalties for Non-Payment**

- 7.1 Where a student has an overdue debt to the College, or has failed to pay part or all of the fees by the due date, the College may, at its discretion, apply a range of penalties including:
  - a. Cancellation of enrolment including the loss of insurance cover under the College's liability insurance for attendance at exams and classes;
  - b. Prevention of enrolment in current or any subsequent sessions;
  - c. Withdrawal of access to College and University of Wollongong (UOW) services (email, library, Moodle, SOLS, results etc.);



- d. Restrict the release of official credentials and/or documentation;
- e. Restrict the release of examination results;
- f. Exclusion from award conferral/graduation;
- g. Application of late fees; and/or
- h. Employment of a debt collection agency to recover outstanding debt.

## **8 Transfer of Credit Balances**

- 8.1 A student may transfer all or part of a credit balance to UOW where the student has:
- a. Successfully met English language or academic course requirements to UOW course;
  - b. Mistakenly paid UOW fees to the College; or
  - c. Received a revised unconditional offer to a UOW course.
- 8.2 No transfer charge is applied to transfer of credit balances to UOW.
- 8.3 For sponsored students, should a student receive approval to withdraw from a subject, any credit balances will be allocated to the next cycle or session of enrolment.
- 8.4 No credit balances will be transferred to another student.
- 8.5 Credit balances may be transferred to a course at another institution, where a release has been granted, and at the sole discretion of the College.

## **9 Eligibility for Refunds**

- 9.1 Refund requests will be assessed by the College in accordance with sections 9 and 10 of this Policy and:
- a. Part B of this policy for domestic students accessing a FEE-HELP, VET Student Loans and HECS-HELP loan;
  - b. Part C of this policy for international students;
  - c. Clauses 11 and 12 of this policy in cases with special circumstances; and
  - d. The UOW Enterprises Delegations of Authority – Part A – General Delegations.
- 9.2 The College will not provide refunds to students who have:
- a. Paid their fees via a scholarship; or



- b. Transferred credit balances in accordance with clause 8 of this Policy.
- 9.3 A full refund of any unused portion of any College pre-paid tuition fees will be provided by the College in the following circumstances:
- a. An offer to a student for a place in a course is subsequently withdrawn by the College, excluding where the offer was made on the basis of incorrect or incomplete information being supplied by the applicant, or in the case a visa is refused for any reason, in which case the College reserves the right to retain 10% of the paid tuition fee;
  - b. The course or subject does not start within 7 days of its proposed start date;
  - c. The course or subject ceases to be provided by the College, or UOW (where a package offer has been made), in full before it is completed, and the student is not able to be transferred to a suitable alternative course (the VET Tuition Assurance Scheme (TAS) applies to VET students in this circumstance. The College will notify the TAS operator that the course is no longer being provided); and/or
  - d. A domestic student withdraws prior to the census date
- 9.4 If a student fails to meet the College's course progression requirements as outlined by the Course Progress Policy or the Vocational Course Progress Policy, and as a result is not permitted to re-enrol due to exclusion, the College will refund the tuition fees already paid by the student for the study period, or session, not yet commenced.
- 9.5 In cases where a student's appeal against exclusion in accordance with the Course Progress Policy or Vocational Course Progress Policy is unsuccessful or the student has been excluded and does not lodge an appeal in respect of that decision, a total refund of pre-paid tuition fees will be paid for the excluded session or cycle.
- 9.6 In cases where an offer was made on the basis of fraudulent documents, the College reserves the right to retain the full fee.

## **10 Application for Refunds**

- 10.1 All requests by students for refunds must be submitted to the College using the Refund Form, unless clause 10.2 applies.
- 10.2 For VET students, a request for refund will be deemed to have been submitted immediately upon the student ceasing to be enrolled in the VET unit of competency, or course, prior to the relevant census date.





- 10.3 Any refund request must be accompanied by documentary evidence satisfactory to the College supporting the student's grounds for the request. Supporting documentation must be submitted with the application in English or in a certified and signed translation.
- 10.4 The College will notify the student of the outcome of their refund request in writing within 20 business days, provided all relevant documentation has been submitted.
- 10.5 In respect of refund request that relate to a student's withdrawal, the application period in which a student may submit a refund request for the refund of tuition fees is 12 calendar months from the day the withdrawal takes effect.

## **11 Special Circumstances**

- 11.1 If a student is unable to complete a course due to special circumstances, then the student may submit an application with supporting documentation, for deferment, refund, or remission of fees to be assessed by the College.
- 11.2 Special circumstances apply if the College is satisfied that the student is affected by an unforeseen event that:
  - a. Was beyond the student's control, which a reasonable person would consider not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The circumstances must be unusual, uncommon, or abnormal; and
  - b. Did not make its full impact on the student until on, or after, the commencement of the subject in question, or on or after the relevant census date (for students in academic programs and VET accredited courses only) for that subject; and
  - c. Means that it is impracticable for the student to complete the requirements for the subject in the session or intake during which the student undertook, or was to undertake, the subject.
- 11.3 Students whose circumstances prevent them from submitting an assessment task for a course by the due date or completing an examination for a course on the scheduled date do not qualify for refunds or remission of fees and should refer to the Student Handbook and Student Academic Consideration Policy for the relevant process.



## 12 Application Documentation for Special Circumstances

- 12.1 Applications for special circumstances must be submitted by the affected student to the College using the Refund Form within 12 calendar months of the day the unforeseen event occurred.
- 12.2 Applications made by a student under clause 11 must include supporting documentation satisfactory to the College explaining the student's unforeseen event and which verifies the student's circumstances. Supporting documentation must be submitted with the application in English or in a certified and signed translation.
- 12.3 The submission of fraudulent documentation by a student will be regarded as serious misconduct and will be managed in accordance with the Student Conduct Policy and associated procedures. The matter may also be referred to the State or Federal Police, ICAC and/or the Australian Immigration Department.

## 13 Timing and Payment of Refunds

- 13.1 If a student is eligible for a full or partial refund, the College will pay that full or partial refund within 20 business days of the refund decision.
- 13.2 In the case of College default, the College will provide a refund to the student within 10 business days of notification of default.
- 13.3 Refunds will only be made in Australian dollar currency. Any applicable bank charges necessarily incurred by the College in paying a refund will be deducted from the refund balance prior to payment. The college will not be liable for bank charges.
- 13.4 Refunds will be paid by the College to the payee nominated by the student unless the student is less than 18 years of age, in which case the refund will be returned to the student's parent or legal guardian.
- 13.5 All refunds payable by the College will be paid via bank transfer.
- 13.6 For sponsored students, all refunds made in accordance with this clause 13 will be provided directly to the sponsor, unless alternative reimbursement arrangements are confirmed in writing by the sponsor.
- 13.7 Refunds for all payments made via Flywire will be returned to Flywire and the student must negotiate a refund with Flywire directly.



## 14 Forfeiting Fees

- 14.1 The College will hold credit amounts in the student account for up to 24 months from the course commencement date for students who defer their offers or do not commence.
- 14.2 Funds in credit are allocated to future fees and charges unless a request for a refund or transfer of the credit balance is approved.
- 14.3 Any unused credit held in the student account after 24 months will be forfeited by the student and retained by the College.

## 15 Appeal Procedure

- 15.1 If the student is not satisfied with the decision of their refund they may appeal that decision within 20 working days of receiving the original decision from the College.
- 15.2 This appeal is to be carried out in accordance with the Student Grievance Policy.
- 15.3 The College's dispute resolution processes as set out in the Student Grievance Policy do not restrict the student's right to pursue other legal remedies.

## 16 Further Information and Assistance

- 16.1 Students should seek clarification on any aspects of this policy prior to accepting an offer of admission made by the College.
- 16.2 Student assistance is available by contacting College Reception or Student Advisors.
- 16.3 Students may make an appointment with a Student Advisor for assistance with their request relating to this Policy.
- 16.4 Contact details for UOW College are outlined as follows:

Phone: (02) 4221 3218 or 1300 367 869 (within Australia)

+61 2 4221 3218 (international)

Address: Building 30, University of Wollongong

Northfields Avenue

Gwynneville NSW 2522

Australia

Email: [uowcstudent-fees@uow.edu.au](mailto:uowcstudent-fees@uow.edu.au)



## 17 Record Keeping and Reporting

- 17.1 For international students, the College is required to notify the Australian Immigration Department if a student cancels their enrolment in a course or transfers to another education provider.
- 17.2 Reasons and full explanations for decisions and actions taken by the College will be kept in writing by the College and will be provided to the student upon request.
- 17.3 Records held by the College will remain confidential and are kept in accordance with the Records Management Policy.
- 17.4 All staff designated to access information contained in fees related applications are obliged to preserve confidentiality in accordance with the UOW Enterprises Privacy Policy, the UOW Enterprises Code of Conduct, and other relevant privacy legislation.

## PART B: DOMESTIC STUDENTS

### 18 Application

- 18.1 This Part B only applies to domestic students.
- 18.2 In this Part B “HELP Loans” means all of FEE-HELP, VET Student Loans and HECS-HELP.

### 19 Types of HELP Loans

- 19.1 FEE-HELP or VET Student Loans are loan schemes to assist eligible full fee paying domestic students with the payment of their tuition fees, subject to borrowing limits.
- 19.2 HECS-HELP is an Australian Government loan program to help eligible Commonwealth supported students to pay their tuition fees.
- 19.3 HELP loans do not cover accommodation, living expenses, additional charges, or other fees or expenses that a student may incur in undertaking their courses.
- 19.4 Full information about the HELP loans can be accessed on the Study Assist website at: <http://studyassist.gov.au/sites/StudyAssist>.
- 19.5 All HELP loans give rise to a HELP debt that continues to be a debt due to the Commonwealth Government until it is repaid.



## 20 Applying for HELP Loans

- 20.1 Students who are eligible for a HELP loan must choose their applicable payment option at enrolment.
- 20.2 Students applying for a HELP loan are required to their Tax File Number and permission to use their Tax File Number upon enrolment. Students may also have to provide supporting documentation in line scheme requirements.
- 20.3 Applications for HELP loans will not be processed after the relevant census date.

## 21 Eligibility

- 21.1 To be eligible for HELP Loans, a student at the College must meet the Australian Government's eligibility criteria available at:  
<http://studyassist.gov.au/sites/studyassist/help-paying-my-fees/pages/help-paying-my-fees>.

## 22 Payment of Tuition Fees through HELP Loans

- 22.1 Eligible students may choose to pay their tuition fees using a HELP loan in the following ways:
  - a. Pay tuition fees via a partial up front payment to the College and request a HELP loan for the remainder of the tuition fees; or
  - b. Request a HELP loan for the full amount of the tuition fee; or
  - c. Eligible Smart & Skilled funded students requesting a HELP loan for the residual tuition fee.
- 22.2 In the case of FEE-HELP for the Diploma of Business, Diploma of Social Science and the Diploma of Information Technology and VET Student Loans for VET diploma courses, the amount of the FEE-HELP or VET Student Loans debt is the amount of the loan plus a government loan fee, where applicable, and is incurred by the student immediately after the census date for the subject.

## 23 Remission of Fees Paid via a HELP Debts

- 23.1 Students who have incurred a HELP debt in accordance with this Part B, who change, defer, or withdraw from a subject or course after the census date will incur the HELP loan debt unless the debt is remitted under special circumstances.

23.2 Students may apply to the College to have their fee balance re-credited (and subsequently remitted) for all College courses if special circumstances apply in accordance with clause 11.

23.3 The application period in which a student may apply for a remission of fees is 12 months, beginning the day the withdrawal takes effect.

## **24 Students Submitting an Application for Review**

24.1 Students enrolled in the College courses who are not satisfied with a decision made by the College not to re-credit or remit their fees may lodge an application for review in accordance with clause 15.

## **25 HELP Loan Statements from the Government**

25.1 Students with a HELP loan debt may periodically receive a statement from the Australian Taxation Office. Students will receive a Commonwealth Assistance Notice (CAN) from UOW College after each census date.

25.2 The HELP loan debt statement should show any activity such as a new session debt added to student accounts. The Australian Taxation Office should be contacted for further information.

25.3 It is the student's responsibility to contact the College if any part of the HELP loan statement is incorrect.

25.4 The College will contact the Australian Taxation Office if corrections for HELP debts are verified and approved by the College.

## **26 NSW Government Smart & Skilled Funding**

26.1 The NSW Government provides Smart & Skilled funding for certain vocational courses based on labour market needs and government priorities.

26.2 For students receiving Smart & Skilled Funding, the following NSW Government documents take precedence over this Policy:

- a. Smart & Skilled Fee Administration Policy;
- b. Smart & Skilled Contract Terms and Conditions; and
- c. Smart & Skilled Operating Guidelines.



## PART C: INTERNATIONAL STUDENTS

### 27 Application

27.1 This Part C only applies to international students.

### 28 Refunds of Tuition Fee Deposit Payments

28.1 For refund requests submitted 20 working days or more before the course commencement, prepaid tuition fees less 15% will be refunded.

28.2 For refund requests submitted less than 20 working days before course commencement the following calculations will apply.

- a. English language courses – there will be no refund except as outlined by clause 12, or when the applicant provides a recognised doctor's certificate for illness necessitating withdrawal where the refund amount will be prepaid tuition fees less 25%.
- b. Academic and VET courses and VET units of competency – there will be no refund except as outlined in clause 12 or under the following circumstances where the refund amount will be prepaid tuition fees less 25%:
  - i. The student provides a recognised doctors certificate for illness necessitating withdrawal; or
  - ii. The student is subsequently awarded an Australian Government scholarship; documentary evidence is required.

28.3 For refund requests submitted after course commencement:

- a. English language courses – there will be no refund of fees or any part of the fees except in circumstances outlined in clause 12 or under the following circumstances:
  - i. For late arriving students placed in English for Academic Purposes whose late arrival has been approved in accordance with the Attendance Policy, a partial refund of tuition fees paid for the weeks of non-commencement of study less 15% will be granted and will be payable upon successful completion of the course.



- ii. For late arriving students placed in English for Academic Purposes, whose late arrival has been approved, in accordance with the Attendance Policy, will be granted a partial refund of tuition fees paid for the weeks of non-commencement of study less 15% payable upon successful completion of the course. A student that has an approved leave of absence and does not return to studies at the end of the period of approved leave will be granted a partial refund of tuition fees paid for the period of approved leave less 50%. Applications for refund for the balance of any remaining fees paid will be assessed in accordance with this policy.
  - iii. Where a student meets entry to UOW earlier than the date stipulated on their offer letter and/or Electronic Confirmation of Enrolment (eCoE), fees on hold in the student's UOWC account will be transferred to UOW in full.
  - iv. Students applying for a refund with an Australian address must provide supporting documentation for refund and why they have not commenced at college despite arrival in Australia.
- b. Academic and VET courses and subjects – there will be no refund of fees or any part of the fees except as outlined in clause 12 when the refund amount will be tuition fees less 50%.

28.4 Refunds for visa refusal is calculated as the total amount of pre-paid fees received for the course by the student minus the lesser of:

- a. Five percent of the total amount of pre-paid fees received in respect of the student for the course before the default day; or
- b. The sum of \$500.

## **29 Cancellation of Enrolment**

29.1 An international student may have their enrolment cancelled if they fail to make the required tuition fee payment by census date.

29.2 International students who have had their enrolment cancelled due to non-payment of tuition fees will not be entitled to a refund of any portion of tuition fees paid, unless special circumstances exist with regard to any paid tuition fees.





- 29.3 An international student whose enrolment has been cancelled will be reinstated, if within 20 business days, they pay all outstanding tuition fees as well as any associated late and reinstatement charges.

## **30 Communication with Government Departments**

- 30.1 The College is required to advise the Australian Immigration Department when an international student:

- a. Withdraw from a course;
- b. Is cancelled from a course and not reinstated;
- c. Does not meet visa requirements; or
- d. Varies their enrolment with the College.

- 30.2 This reporting is carried out through the Australian Government portal PRISMS.

- 30.3 When the College advises the Australian Immigration Department of these changes, the fees paid by students is disclosed.



## APPENDIX A: DEFINITIONS

Word/Term	Definition
Academic Programs	Pathway courses designed to prepare students for university; academic programs include Foundation Studies (FSP), University Entrance Certificate (UEC), STEP to UOW (STEP), University Access Program (UAP), and Diploma programs (Diploma in Business, Diploma in Information Technology, Diploma of Engineering).
Appeal	The review of a decision made by the College under this Policy regarding a refund, remission or credit transfer of fees.
Applicant	The student making an application to the College under this policy.
Census Date	The date the financial liability for subjects is set and tuition fees are due for students in academic programs and VET accredited courses.
Course	A program of study that includes those courses leading to higher education and VET awards and non-award courses.
Credit	The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to the College.
Cycle	A defined period of study in a UOW College English Language course.
Defer/Deferment	To temporarily delay or postpone the commencement of studies.
Domestic Student	A person registered in a course or enrolling in a course of study, who is an Australian Citizen or Permanent Humanitarian Visa Holder, who will be resident in Australia for the duration of the course of study.
Due Date	The date by which the student must pay their fees as set out in: <ul style="list-style-type: none"><li>- fee instalment on SOLS</li><li>- for VET students in their offer letter, or outlined in their Tuition Fee Instalment Plan Contract</li><li>- for sponsored students, as per the fee statement issued to the sponsor.</li></ul>
Fee	The fees payable by a student to the College in order to undertake the course provided by the College which includes tuition fees and additional charges.
Fee Statement	The invoice issued by the College to the student for the payment of fees.
FEE-HELP	A loan given to eligible domestic fee-paying students to help pay part or all of their tuition fees.
Full Fee Paying Student	A domestic or international student who pays tuition fees in full



HECS-HELP	Australian Government Loan program to help eligible domestic students to pay their tuition fees.
HELP Loan	Means FEE-HELP, VET Student Loans and HECS-HELP loans
Intake	defined period of study per subject.
International Student	A student who is not a domestic student. This includes but is not limited to students on a temporary residence visa, bridging visa and student visa. Referred to as 'overseas student' in the National Code.
Offer	A written offer made by the College to a prospective student offering them an enrolment place in a course.
Overdue Debt	The amount of fees that were not paid by the student to the College by the due date.
Prospective Student	A student who intends to enroll in a course offered by the College.
Re-Credit/Re-Crediting	A FEE-HELP, VET Student Loans or HECS-HELP balance which is re-credited by the College because of special circumstances.
Refund	An overpayment of fees or charges which is reimbursed to the payee.
Remission/Remit	A process of removing an incurred FEE-HELP, VET Student Loans or HECS-HELP loan debt from the Australian Government because of special circumstances.
Session	A defined period of study comprising fourteen weeks for academic programs.
SOLS	SOLS is the official enrolment system of the College and the University of Wollongong. It is a web based system that enables a student to self-manage their enrolment. The system also allows the student to update their personal details, manage fees, apply for academic consideration, check assignment and final results and receive important messages from the College.
Sponsor	A third party who pays a student's fees to the College on their behalf and who has entered into a Sponsorship Agreement with the College.
Sponsored Student	A Student for whom fees and charges are paid by a third party sponsor under a formal Sponsorship Agreement.
Sponsorship Agreement	A signed agreement between the College and a student for the payment of the student's fees by a third party.
Student	Any person who is enrolled in any course or program offer at, or in conjunction with, the College. For VET, this may be referred to as learner.
Student Account	A student's financial account with the College as recorded by UOW College Administration systems which shows financial transactions made between the student and the College including; payments made by the



	students, fees payable by the student, any refunds made and the outstanding fees balance.
Study Period	<p>English Language Programs:</p> <ul style="list-style-type: none"><li>• For courses 24 weeks or less, the study period is equal to the course length;</li><li>• For courses greater than 24 weeks, the initial study period is defined as 6 weeks.</li></ul> <p>Academic Programs:</p> <ul style="list-style-type: none"><li>• The study period is defined as 1 session</li></ul> <p>VET accredited courses:</p> <p>The study period is defined as a unit of competency or course.</p>
Subject	A self-contained unit of study or VET unit of competency in any course or program offered at, or in conjunction with, UOW College.
Tuition Fees	The fees payable by the student to the College for the cost of providing the course or subject to the student.
Tuition Assurance Scheme	VET student fee protection maintained by the College in compliance with Schedule 6 of the Standards for RTOs 2015
UOW	The University of Wollongong.
VET	Vocational Education and Training
VET Student Loans	A loan scheme to assist full fee paying students who are also domestic students enrolled in a VET course for the payment of their fees to the College.



## APPENDIX B - Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	18/08/10	Strategy and Operational Policy Committee	New Policy
2	20/06/11	ITC Quality Manager	Updated for name change
3	05/03/12	Strategy and Operational Group	Added details for fee payments and refunds for excluded students in part A-10.2, Part B 8.2.1 and Part C -4.4. Added refund details if offer withdrawn by UOWC in Part v-9.2.1: Added refund details for late arrivals and leave of absence for English programs in Part C-6.3, corrections to 6.2
4	01/07/12	Ian Tobin	Updated to ensure compliance with changes to ESOS Act. Study period defined. Period for refunds reduced from 20 to 10 working days in case of provider default. Payment of tuition fees details added to part A 10.2.
5	20/03/13	ITC Education Board	Part C, sections 3 and 4 updated to comply with ESOS Act section 47E for visa rejection refunds. Part A section 6 reworded to allow for refunds to be made to nominated account, or parent if student U18. Part A 13.2 reworded to specify applies to FEE-HELP students. Part C 5.3 amended to allow for transfers to institutions other than UOW. Updated to include HECS.
6	21/10/2015	Chief Finance Officer	Rebranded to reflect name change, transferred to new template, updated to include vocational courses and VET FEE-HELP. Restructured to reduce duplication, update of positions, legislation, and organisational



			<p>structure. Move definitions to appendix for ease of reading. Clarification of applications. Aligning Financial Assistance eligibility with those prescribed by the Australian Government. Further alignment with UOW general provisions.</p> <p>This version has been approved internally for a three month pilot program during which UOW and UOW College staff are requested to provide comment on practical application.</p>
7	21/07/2016	Compliance Officer	Minor change only – College branding and document formatting updated.
8	28/09/2017	Executive Director Corporate Services/ Chief Finance Officer	Scheduled review – various updates made to reflect operational and government funding changes (VET Student Loans and Smart & Skilled).