

## STUDENT FEES, CHARGES, AND REFUND PROCEDURE

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<b>Policy Lead</b>	Chief Executive Officer / Principal
<b>Approving Authority</b>	Board of Directors
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<b>Version</b>	2024.3
<b>Relevant legislation or external requirements</b>	<p>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) (NC: 2.1, 3, 7.4, 9.3,)</p> <p>Higher Education Standards Framework (Threshold Standards) 2021 (HESFs: 1.1.2, 3.3, 6.2.1i, 7.1.1, 7.2)</p> <p>Education Services for Overseas Students Act 2000 (Cth) (ESOS Act)</p> <p>Education Services for Overseas Students Regulations 2019 (Cth) (ESOS Regulations)</p> <p>Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)</p> <p>Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 (Cth)</p> <p>Corporations Act 2001 (Cth) (Corporations Act)</p> <p>Competition and Consumer Act 2010</p>
<b>Related ASA Documents</b>	<p>Student Fees, Charges, and Refund Policy</p> <p>Deferral, Suspension, and Cancellation Policy and Procedure</p> <p>Student Admissions Policy</p> <p>Student Admissions Procedure</p> <p>Student Enrolment and Attendance Policy and Procedure</p> <p>Student Grievance Policy</p> <p>Student Grievance Procedure</p>

### 1. Purpose

This procedure provides details for staff, applicants, and students at ASA Institute of Higher Education (**ASA**) regarding the processes for applying, administering, and collecting of fees and charges as well as the circumstances and conditions for refunds.

### 2. Scope

This procedure applies to all ASA applicants, students, and staff who support these processes.

### 3. Fees and Charges

Accepted applicants and students will be advised of all fees and charges that may apply during their course enrolment through:

- their Letter of Offer (**LoO**)
- the *Student Fees, Charges and Refund Policy*;
- the Fees and Charges list on the ASA website under the Current Students tab; and
- upon making relevant requests or application.

Continuing students will receive an invoice 10 working days before the start of the study period informing them of the tuition fees applicable for the upcoming study period, the

available payment methods, and the deadlines for payment.

#### 4. Student Payment Methods

Applicants and students can pay their tuition fees and any other fees and charges by credit card or by Direct Deposit/Electronic Funds Transfer (EFT).

If electing to pay by credit card, the applicant or student must submit a correctly completed authorisation form.

If electing to pay by Direct Deposit/EFT, the applicant or student must email a copy of the Direct Deposit receipt to the Student Services team along with relevant details. Staff will then forward the Direct Deposit/EFT to the Accountant to reconcile with ASA's bank account.

#### 5. Refunds

The *Student Fees, Charges, and Refunds Policy* describes the grounds and requirements for refunds and any charges related to cessation of enrolment.

A refund will be provided within 14 days if the refund is required due to Provider Default i.e. the course is not provided or ceases to be provided by ASA.

A refund will be provided within 28 working days if the refund is requested on other grounds.

##### 5.1 Refunds for Visa Refusals

If an applicant or applicant's representative receives a refusal for their Visa application, they should contact [accounts@asahe.edu.au](mailto:accounts@asahe.edu.au), and request a refund. The applicant or the applicant's representative must provide the following documents:

- A completed Refund Form;
- A copy of the Visa Refusal Letter;
- Proof of payment;
- The account details nominated to receive the refund; and
- An authorisation letter if the applicant nominates an alternative account for the refund.

If there are documents not provided, the Accountant may request the Admissions team to follow up with the applicant or applicant's representative.

Once all of the above documentation is received the Admissions team will summarise the reasons for visa refusal and advise the Accountant whether there was fraud involved. If no fraud has been detected, the Admissions team will update the Student Management Systems and PRISMS appropriately.

Once actioned the Admissions team will notify the Accountant. The refund will be paid in 28 working days of receipt of the completed documents.

##### 5.2 Refunds for reasons other than a Visa Refusal

If an applicant or student wishes to receive a refund for any other reason other than a visa refusal, the applicant or student will be subject to the charges outlined in the *Student Fees, Charges, and Refunds Policy*.

The applicant or student will need to email the ASA Student Services team via [info@asahe.edu.au](mailto:info@asahe.edu.au) advising of the circumstances requiring a refund. The Student Services team will advise the applicant or student of all documents required to process their refund

request. Documents requested may include:

- A completed Refund Form;
- The account details nominated to receive the refund; and
- A copy of receipts for the applicant's payment made to ASA.

The applicant or student must provide the requested documents to [info@asahe.edu.au](mailto:info@asahe.edu.au).

The Student Services team will then provide the documents to the Accounts team and the CEO for approval.

The CEO, or delegate, will review the refund request and determine an outcome within five (5) working days of receiving a refund request and required documentation.

The Accountant will advise the applicant or student of the outcome within 28 working days of their refund request.

## 6. Roles and Responsibilities

### 6.1 Accountant

The Accountant is the primary staff member involved in actioning refund requests and will communicate with both the Finance Manager and the student/agent requesting the refund. The Accountant will:

1. Review all Refund Request Forms for the following:
  - all required fields completed
  - authorisation section completed when refund being returned to a different account
  - form is signed by the student
2. Confirm if the student has commenced by checking the SMS for 'enrolled' or 'studying' status.
3. Determine the category of request as:
  - Visa refusal
  - Visa withdrawal
  - Fraud
  - Withdrawal non commencement; or
  - withdrawal continuing.
4. Request Admissions to confirm the latest CoE date, cancel the CoE on PRISMS and alert for fraudulent activity.
5. Update the refund spreadsheet (live document).
6. Summarise the request and send to the Account Manager, Director Student Experience, and Director of International Recruitment for comment.

Once approval is granted by the CEO, the Accountant will:

7. Review the bank processing notification from the Finance Manager.
8. Update the refund spreadsheet.
9. Email the student/agent confirming that the payment has been processed.

## 6.2 Finance Manager

The Finance Manager is responsible for consulting other Senior Management team members for extenuating circumstances and requesting approval from the CEO for refunds. The Finance Manager will:

1. Review any Summary emails sent by the Accountant for accuracy and application of policy.
2. Provide 24 hours for the Director Student Experience, and Director of International Recruitment to comment on any special cases or extenuating circumstances.
3. Request the CEO's approval to action requested refunds.
4. Process any refunds approved and confirm any refusals with the CEO and the Accountant.
5. Monitor the number of refund requests and provide reporting to the CEO as required.

## 6.3 CEO

1. Review refund requests from the Finance Manager.
2. Co-authorise any refund processing by the Finance Manager.

## 6.4 Director Student Experience

1. Ensure that the Admissions Manager is able to respond to Accountant requests in a timely fashion.
2. Provide comment or context on any refund requests with extenuating circumstances, such as complaints and appeals.

## 6.5 Admissions Manager

1. Confirm the latest CoE date and cancel the CoE on PRISMS as requested by the Accountant.
2. Contact the applicant or applicant's representative if further information is required to process a refund request.
3. Alert the Accountant if fraud is detected or reported.

## 6.6 Student Services Officer

1. Pass along any refund request forms presented to reception.
2. Assist any student requesting further information regarding refunds to speak to the Accountant.

## 6.7 Director of International Recruitment

1. Provide comment or context on any refund requests with extenuating circumstances, such as complaints and appeals.
2. Manage communication and expectations with agents and students regarding refunds and withdrawals, particularly in cases of visa refusal risks.

## 7. Version Control

This Procedure has been reviewed and approved by the ASA Board of Directors as at November 2024 and is reviewed every three years.

The Procedure, with associated Policy, are published and available on the ASA website <https://www.asahe.edu.au/policies-and-forms/>.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2024.3	Director Quality and Compliance	Payment Plan implemented to support students with financial difficulty. Refund processing period amended to suit the current operation.	21/11/2024	28/11/2024
2024.2	Project Officer	Document formatting updated to reflect change of Trading Name to ASA Institute of Higher Education	28/06/2024 by CEO	01/07/2024
2024.1	Director International Recruitment	New procedure to supplement the associated policy.	29/01/2024	29/01/2024