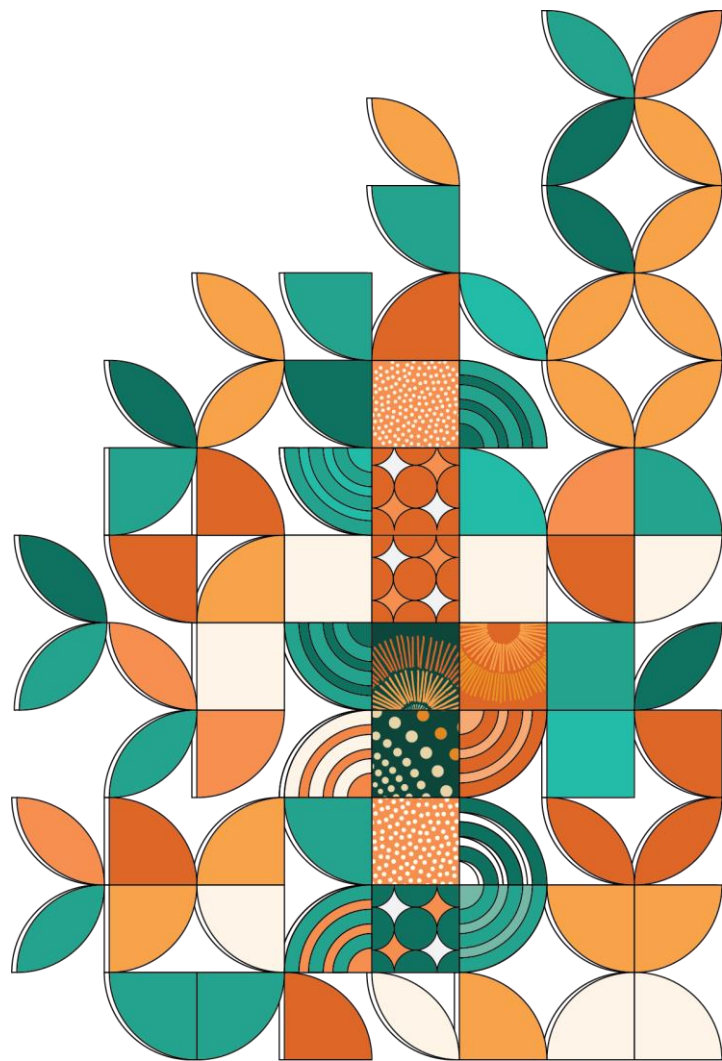


Refund Procedure

For Domestic Students



SECTION 1

1. Purpose

- 1.1 This procedure is to ensure that students do not incur a financial liability for a unit until after the census date. It also ensures that processes at IHNA are fair, equitable and transparent and that all students will be treated in a fair and equitable manner.

2. Scope

- 2.1 This procedure applies to tuition fees paid for VET units of study that are approved for VET Student Loans. It also applies to all students whether they pay their tuition fees up-front or seek VET Student Loans.
- 2.2 This procedure is compliant with requirements under the VET Student Loans Act 2016 and the Higher Education Support Act 2003.

3. Definitions

- 3.1 Refer to IHNA's Glossary of Terms.

SECTION 2

4. Procedures

- 4.1 To receive a refund of tuition fees, students must withdraw from their course/units of study on or before the Census Date.
- 4.2 To withdraw the enrolment from a unit(s) of study, students must complete a Student Withdrawal Form and return if any IHNA property that is in their possession (e.g. student card, loaned equipment).
- 4.3 A minimum of four Fee periods will be set over the total Approved course duration. Therefore, a minimum of four census dates will be set. The fee periods will be sequential and proportionate to the total Approved course duration which ranges from one year to two years.
- 4.4 A student who withdraws from a VET unit(s) of study on or before the census date will not incur a VET Student Loan debt for the unit(s). In addition, no financial or administrative penalties (fines or fees) or other barriers will apply in this situation. A Student Withdrawal

Form must be completed and returned to IHNA.

- 4.5 Up-front payment – Students who have paid their VET tuition fees up-front are eligible for a refund of their tuition fees, if they have withdrawn from their VET unit(s) of study on or before the Census Date. After the VET unit(s) of study Census Date students are not entitled to a refund.
- 4.6 VET Student Loan applicants – VET Student Loan applicants must withdraw on or before their VET unit(s) of study Census Date to ensure they do not incur a VET Student Loan. Students who withdraw from a unit(s) of study after the Census Date may apply to have their FEE-HELP balance re-credited if they believe and can demonstrate or provide evidence that there were extenuating or unforeseen circumstances that prevented them from completing the unit. (Refer to the Student Review and Re-Crediting Procedures).

5. Withdrawal from courses and cancellation of enrolment

- 5.1 If a student withdraws (or partially withdraws) from an Approved course or VET course of study, IHNA will not enrol the student in an approved course/VET Course of study or part of an approved course or VET course of study without the written permission of the student (which must be given after the withdrawal).
- 5.2 Students are able to apply for admission in part of an Approved course or VET course of study where the student had earlier withdrawn from a part of the Approved course undertaken with IHNA. (Refer to Student Selection and Admission Policy and Procedures and Student Entry Procedure).
- 5.3 Where IHNA cancels or partially cancels a student's enrolment in an Approved course or VET Course of study, after the census date, as per circumstances outlined in the Cancellation Policy, IHNA will:
 - 6.3.1 Inform the student of the proposed cancellation in writing at the earliest available opportunity; and
 - 6.3.2 Allow the student at least 28 days to initiate grievance procedures before the cancellation takes effect; and
 - 6.3.3 Withhold the cancellation of enrolment pending the outcome of the grievance procedures; and

6.3.4 Confirm in writing to the student, which fees, if any, will or will not be refunded as a result of the cancellation.

6.3.5 Students will be referred to the IHNA websites to access the process to initiate a grievance procedure due to the cancellation of their enrolment.

6. Publication

6.1 This VET Tuition Fee Refund Procedure will be made available to enrolled students or applicants intending to enrol in an Approved course or VET course of study through publication on the website or in written form.

7. Responsibilities

7.1 The Chief Financial Officer is overall responsible for this procedure.

SECTION 3

8. Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Access and Equity Policy • Academic Participation and Progress Policy • Refunds and Re-crediting FEE-HELP Balances Policy • International Student Fee Refund Policy • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • IHNA VET Student Loan Manual
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for Registered Training Organisations 2015 • VET Student Loans Rules 2016 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) • Enrolled Nurse Accreditation Standards 2017 • Australian Core Skills Framework • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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9. Change History

Version Control		Version 3.0
Version No.	Date	Brief description of the change, incl version number, changes, who considered, approved, etc.
V2.0	04/03/2021	Revised and updated with pertinent sections in the new template
V3.0	05/07/2024	Updated in new template and logo, moved the definitions in the Glossary of Terms.