

# National Academy of Professional Studies (NAPS)

## Domestic Student Refund Policy

<b>Related Documents</b>	SS000 Student Handbook SS005 International Student Fee Refund Policy SS001 Student Grievance and Academic Appeals Policy SS001F Student Appeal and Complaint Form SS006 Tuition Assurance and Protection Policy (Statement of Tuition Assurance) A008 Course Teach Out Policy and Procedure P014 Fees and Charges Policy
<b>HE Standards Framework 2021</b>	1.1 Admission 2.3 Wellbeing and Safety 6.2 Corporate Monitoring and Accountability 6. Governance 7. Representation, Information

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## 1. Rationale

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The National Academy of Professional Studies (NAPS) Domestic Student Refund Policy observes the principles outlined in the *Higher Education Support Act 2003 (HESA)* and the *Higher Education Standards Framework (Threshold Standards) 2021*.

This policy aims to provide students with a clear understanding of when and how their fees will be refunded by the Academy. This policy applies to both starting and re-enrolling domestic on-campus students who wish to withdraw from a course in which they have enrolled.

All refund requests must be submitted in writing on NAPS SS015F Request for Refund Form.

Requests need to be accompanied by official documentary evidence of the grounds for the request. All relevant fees and refund information will be made available to students prior to enrolment via the NAPS website, course enrolment terms and conditions and in SS000 NAPS Student Handbook.

## 2. Overview and Application

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This policy applies to both commencing and re-enrolling international on-campus students who wish to withdraw from the course in which they have enrolled. All refund and review requests must be submitted in writing and must be accompanied by official documentary evidence of the grounds for the requests where applicable.

This policy, and the availability of the complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

**Note: If/when NAPS becomes eligible for FEE-HELP, students will not be charged for the re-crediting of their debt.**

## 3. Definitions

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**Census date** means a published date set by NAPS, no earlier than 20% of the way through a unit of study, which is the last day for a student to withdraw from a unit/s without incurring a financial liability.

**Fees** mean the tuition and administration fees which are charged to higher education students who are enrolled in a course.

**Provider Default** means circumstances where a refund is owing due to an action of NAPS, including:

- the degree does not start on the scheduled starting day;
- the degree ceases to be provided at any time after it starts but before it is completed; or
- the degree is not provided in full to the student because a sanction has been placed on NAPS.

**Special Consideration** means an exception to the general rule. Special Circumstance provisions will be applied to a student's refund request application where NAPS is satisfied that such circumstances:

- are beyond the student's control;
- did not have their full impact on the student until on or after the Census Date for the unit of study in question; and
- make it impractical for the student to complete the requirements of the unit during the period in which the student undertook, or was to undertake, the unit.

**Note: A student cannot claim Special Circumstances due to a lack of knowledge or understanding of requirements.**

**Student** in this policy refers to a domestic student, that is a permanent resident in Australia, who is enrolled at NAPS. These students are not governed by the *ESOS Act*, therefore do not need a student visa.

## 4. Procedure

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Students who wish to withdraw from a unit or course of study (degree) must do so by writing to the Student Services Manager.

Any student who withdraws after the Census date and a determination has been made not to provide a refund, may appeal this decision using the process outlined in NAPS SS001 Student Grievance and Academic Appeals Policy. For further general information on fees see NAPS P014 Fees and Charges Policy.

### Proportion of Fees Refunded

Students will be given:

- 100% refund if the student has withdrawn in writing from the unit on or before the census date.
- 80% when the student gives at least four weeks written notice of not proceeding with enrolment before the start of the course;
- 50% when the student gives a written notice of not proceeding less than four weeks before the start of the course, but before the NAPS set census date.

### Refunds – FEE-HELP Students

This will apply after NAPS becomes eligible for FEE-HELP.

In the event of a student withdrawing from a unit on or before the census date for that unit:

- the student will not incur a FEE-HELP debt,

In the event of a student withdrawing from a unit after the census date for that unit:

- the student will incur a FEE-HELP debt.

A student who withdraws after the census date of a unit may apply for special consideration using NAPS A004F Special Consideration Application Form available on the website at [Present Students/Student Forms](#).

Refunds are also available in the case of provider default.

### Refund Due to Provider Default

As per the NAPS SS006 Tuition Assurance and Protection Policy, in the unlikely event that NAPS is unable to deliver a course in full, each student has the right to choose whether they wish to have a refund of any unspent pre-paid tuition fees or accept assistance to find a place in a similar or equivalent course. If a student prefers a refund, NAPS will pay this to the student within two weeks of the course no longer being delivered. If NAPS is unable to meet its obligation to deliver on this assurance, domestic FEE-HELP students have additional tuition protection through the Australian Government's Tuition Protection Service (TPS).

Therefore, students paying their fees through FEE-HELP will receive a recredit of their loans for open units from the TPS if the student is unable to agree to a suitable alternative course or provider.

The Tuition Protection Service will assist students affected by a provider default by:

- working to identify if there is a course with another provider that is suitable for the student to complete their qualification, and if there is, provide assistance to enrol with the provider;
- where there is no suitable course or the student chooses to be re-credited, the TPS will arrange a re-credit of a student's loan balance for units of study commenced but not completed.

These tuition protection arrangements were established by the [Education Legislation Amendment \(Tuition Protection and Other Measures\) Act 2019](#), which was passed by Parliament on 5 December 2019. For more information on the TPS see

[https://docs.education.gov.au/system/files/doc/other/tuition\\_protection\\_fact\\_sheet\\_-\\_dec\\_2019.pdf](https://docs.education.gov.au/system/files/doc/other/tuition_protection_fact_sheet_-_dec_2019.pdf).

Therefore, as of January 2020, the only group not covered by the TPS were domestic students paying their fees through a method other than using FEE-HELP. Discussions are continuing between the Australian Government and Higher Education providers. The arrangements negotiated by the Independent Higher Education Australia (IHEA [www.ihea.edu.au](http://www.ihea.edu.au)) for such students will also apply to these NAPS students, after the discussions and our membership have been finalised.

For more details, see the NAPS SS006 Tuition Assurance and Protection Policy on the NAPS website at [Present Students/Student Policies](#).

### Rejection of Refunds

Fees will not be refunded if the student withdraws before completing the program. In this case, the student is liable to pay the full tuition fee and also any expenses, costs or disbursements incurred in recovering the tuition fees.

A refund will also not be provided if NAPS cancels the student's enrolment because the student has breached the terms and conditions of the contract between the student and NAPS.

Tuition fee transfers after the program has commenced are solely at the discretion of NAPS and are only made if the student is more suitably placed in another institutional program for academic reasons.

### Payment of Refunds

Refunds of prepaid tuition fees will be paid within 28 days of the starting date of the unit to which the withdrawal applies. Any refunds will be made through a deposit into a nominated student account or the account of the person who made the payment less any bank or agent fees charged to NAPS.

## 5. Policy Review

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NAPS may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. In this regard, any staff member or NAPS student who wishes to make any comments about this policy may forward their suggestions to their supervisor or to NAPS' Finance Officer.

## 6. Further Assistance

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Any NAPS staff member who has questions about or requires more details about any part of this policy should consult their supervisor. Students should contact NAPS' Student Services in the first instance, then the Finance Officer.

## 7. Additional Resources

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TEQSA: *How Does TEQSA Monitor Risk to Students?*; <https://www.teqsa.gov.au/how-does-teqsa-monitor-risks-students>

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