



### Refunds and Withdrawals Procedure

<b>Category/Business Group</b>	Education Group
<b>Published Externally (Yes/No)</b>	No
<b>Responsible Officer</b>	Group Executive, Education Group
<b>Contact Officer</b>	General Manager, Services
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<b>Version</b>	1

### Procedure Approval

<b>Responsible Officer</b>
Marc Weedon-Newstead
Date: 2/10/2020

### UNSW College

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## **1 Purpose**

The purpose of the procedure is to:

- (a) underpin and support the Refund and Fees Policy;
- (b) ensure a consistent organisational approach to student withdrawal and refund requests;
- (c) comply with the ESOS Act, sections 19, 47D and 47H.

## **2 Scope**

This procedure applies to UNSW College, its employees and contractors. In relation to Diploma programs, please refer to UNSW Sydney's policy framework and any associated local processes.

## **3 Definitions**

All capitalised terms used in this Procedure shall have the meaning attributed to them in the Refund and Fees Policy.

## **4 Procedure Detail**

The UNSW College staff must promptly and effectively process withdrawal and/or refund requests in accordance with this procedure. If at any time you are unsure of your responsibilities get in touch with the Manager, Admissions and Enrolment for guidance.

### **4.1 Withdrawal and Refund Process**

See table on the following page.

## Step 1: Receipt of Withdrawal and Refund Forms

Staff	Task	Responsibilities
Customer Service Staff	Receiving Withdrawal Application Form	<ul style="list-style-type: none"> <li>• Monitor the Customer Services email inbox and deal with all Withdrawal and Refund Forms as follows. If the form is incomplete or the student has questions, deal with these matters via email.</li> <li>• Accept all Withdrawal and Refund Forms received by students at the front counter as follows.</li> <li>• Examine the form, make sure all required information and supporting documents are provided, for example, signature of student, signature of guardian (if applicable), air ticket if the student claims that he/she is returning home, account details, etc.;</li> <li>• For withdrawal requests, remind the student that they are required to continue attending scheduled classes until the withdrawal is approved;</li> <li>• Refer the student to the Refunds and Fees Policy or Letter of Offer if there are questions regarding the conditions for refund;</li> <li>• Make an appointment with a Student Adviser, when the student:               <ul style="list-style-type: none"> <li>• is under 18, or</li> <li>• has a GPA 5.0 or over, or</li> <li>• is unhappy with the course enrolled, or</li> <li>• has compelling or compassionate circumstances, and</li> </ul> <p>make an appointment with an Admissions &amp; Enrolment Officer for all other students, with all appointments to be scheduled within the 5 business days.</p> </li> <li>• Sign and date the form;</li> <li>• Create a note of “withdrawal application received” under “Contact Management” on SAM;</li> <li>• Drop the completed form in ‘Student Admin’ tray at the counter.</li> </ul> <p>Continued on the next page...</p>

## Step 2: Student counselling/ advice session

Staff	Task	Responsibilities
Student Adviser	Assist students on the withdrawal process	<ul style="list-style-type: none"> <li>Explain the implication of a withdrawal, for example, possible loss of money, possible visa cancellation.</li> <li>Advise on who is the appropriate person to contact if additional information from a difference department is required.</li> <li>Once it is determined that the student will proceed with a withdrawal and (potentially) a request for a refund, forward the form to an Admissions &amp; Enrolment Officer to process.</li> </ul>

## Step 3: Initial processing of all withdrawal and refund requests

Staff	Task	Responsibilities
Admission & Enrolment Officer	Meet with students and process the withdrawal and refund request	<ul style="list-style-type: none"> <li>Monitor the 'Student Admin' tray and inbox to ensure all withdrawal and refund requests received have a scheduled appointment. If a form is missing required information, follow-up with Customer Services or Student Adviser.</li> <li>Create a note of "withdrawal application received" under "Contact Management"</li> <li>Go through the withdrawal and refund form with the student to ensure that all information is there and that the student understands the process.</li> <li>All requests should be processed within 2 business days of the appointment with the student; <ul style="list-style-type: none"> <li>If the student is: <ul style="list-style-type: none"> <li>(a) is under 18, or</li> <li>(b) has a GPA 5.0 or over, or</li> <li>(c) is unhappy with the course enrolled,</li> </ul> </li> </ul> </li> <li>ensure that student has already spoken to a Student Adviser and the form has been signed by the nominated guardian;</li> <li>If the student has submitted a 'compelling and compassionate circumstances' request with their withdrawal and refund form, forward this request to the appropriate decision maker in accordance with the Compelling and Compassionate Circumstances Policy, and follow-up with this decision maker so that their decision/response can be attached to the completed form before submitting for approval;</li> </ul>

		<ul style="list-style-type: none"> <li>• If the student is a sponsored student, check with the sponsor if the withdrawal is approved;</li> <li>• If a release letter is required, please refer to the <b>Transfer Between Providers Policy;</b></li> <li>• Calculate refund in accordance with the Refunds and Fees Policy and forward the completed form to the Manager, Admissions and Enrolment for approval.</li> </ul>
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#### Step 4: Approval of withdrawal and refund requests

Staff	Task	Responsibilities
Manager, Admissions and Enrolment	Approve the refund request (if applicable)	<ul style="list-style-type: none"> <li>• Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>• If you approve the requested refund, sign and date the refund form.</li> </ul>

#### Step 5: Finalisation of withdrawal and refund request

Staff	Task	Responsibilities
Admissions & Enrolment Officer	Process the withdrawal and refund request (continue)	<ul style="list-style-type: none"> <li>• Once you receive the approved form from the Manager, Admissions and Enrolment update SAM, PRISMS (timeframe for updating PRISMS please see 4.2) and the Withdrawal spreadsheet;</li> <li>• Notify the student, the Manager, Admissions and Enrolment, Academic Services and UNSW Library;</li> <li>• Scan and forward the form to Finance.</li> </ul>

#### Step 6: Payment of refund

Staff	Task	Responsibilities
Finance Admin Officer	Arrange refund	<ul style="list-style-type: none"> <li>• Arrange the refund within 28 days from the day of receiving the approved refund request form.</li> </ul>

#### 4.2 Timeframe for updating PRISMS

##### Timeframe for Updating PRISMS

1	UNSW College must update a student's CoE on PRISMS where there is a change to a student's enrolment within <b>31 days</b> of the change event occurring.
2	UNSW College must cancel an Under 18 student's CoE in PRISMS where an Under 18 student does not commence their course or cancels their studies within <b>14 days</b> of the relevant event occurring.
3	In the case of student default caused by the failure of the student to obtain a visa, UNSW College must:  (a) ensure that a refund is paid within <b>28 days</b> of receiving a notice of the failure to obtain a visa; and  (b) update PRISMS confirming that a refund has been paid within <b>7 days</b> of processing the refund
4	<b>Note:</b> There is an obligation to report all cases of student default where there is no compliant written agreement in place but, all UNSW College students will be subject to a compliant written agreement.

#### 4.3 Refunds Process (when withdrawals are not required)

Step 1: Receipt of Withdrawal and Refund Forms		
Staff	Task	Responsibilities
Customer Service Staff	Receiving Refund Form	<ul style="list-style-type: none"> <li>Monitor the Customer Services email inbox and deal with all Refund Forms as set out below. If the form is incomplete or the student has questions, deal with these matters via email.</li> <li>Accept all Withdrawal and Refund Forms received by students at the front counter as set out below.</li> <li>Examine the form, make sure all required information and supporting documents are provided, for example, signature of student, signature of guardian (if applicable), air ticket if the student claims that he/she is returning home, account details, etc.;</li> <li>Refer the student to the Refunds and Fees Policy or Letter of Offer if there are questions regarding the conditions for refund;</li> <li>Sign and date the form;</li> <li>Drop the completed form in 'Student Admin' tray at the counter.</li> </ul>

## Step 2: Initial processing of all refund requests

Staff	Task	Responsibilities
Admissions & Enrolment Officer	Process refund requests	<ul style="list-style-type: none"><li>• Monitor the 'Student Admin' tray and inbox to ensure all refund requests received are dealt with within 7 days;</li><li>• Calculate refund in accordance with the Refunds and Fees Policy, fill in the amount (if applicable) and forward the form to the Manager, Admissions and Enrolment for approval;</li><li>• If the student has submitted a 'compelling and compassionate circumstances' request with their withdrawal and refund form, forward this request to the appropriate decision maker in accordance with the <b>Compelling and Compassionate Circumstances Policy</b>, and follow-up with this decision maker so that their decision/response can be attached to the completed form before submitting for approval.</li></ul>

## Step 3: Approval of withdrawal and refund requests

Staff	Task	Responsibilities
Manager, Admissions and Enrolment	Approve the refund request (if applicable)	<ul style="list-style-type: none"><li>• Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li><li>• If you approve the requested refund, sign and date the refund form.</li></ul>

## Step 4: Finalisation of refund request

Staff	Task	Responsibilities
Admissions & Enrolment Officer	Process the refund request (continue)	<ul style="list-style-type: none"><li>• Notify the student;</li><li>• Scan and forward the form to Finance.</li></ul>

## Step 5: Payment of refund

Staff	Task	Responsibilities
Finance Admin Officer	Arrange refund	<ul style="list-style-type: none"><li>• Arrange the refund within 28 days from the day of receiving the approved refund request form.</li></ul>

## 5 Procedure Review

This procedure is due for review two years from its date of implementation or earlier in the following circumstances:

- (a) legislative changes governing the delivery of education services to Overseas Students on a student visa; or
- (b) changes to the business and operational functions of UNSW College.

## 6 Attached Documentation

- (a) Withdrawal Application Form
- (b) Refund Request Form
- (c) Withdrawal Spreadsheet

## 7 Related Policies and Procedures

- (a) Refunds and Fees Policy

## 8 Version History

Version Control	Date Effective	Approved By	Amendment Notes
2	See pg 1	M. Weedon-Newstead	Removal of Diplomas from Scope – refer to UNSW Sydney's policy framework
1	01/01/2016	M. Weedon-Newstead	N/A