

TUITION FEE REFUND PROCEDURE: CCSC; EDUCATION

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Responsible officer	Director of Student Services		
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1. PURPOSE

To detail the process by which students (including overseas students) in the faculties of Counselling, Chaplaincy and Spiritual Care (CCSC) and Education may apply for a tuition fee refund (TFR), and by which Morling College (MC) staff process these applications.

2. DEFINITIONS

The following definitions apply for the purpose of this procedure:

Key Term - Acronym	Definition
CCSC	Faculty of Counselling, Chaplaincy and Spiritual Care (includes Professional Supervision)
CoE	Confirmation of Enrolment
DSS	Director of Student Services
Dean	Dean of the relevant faculty
MC	Morling College
Paradigm	Education management system
PRISMS	Provider Registration and International Student Management System
TFR	Tuition Fee Refund
VP(SC)	Vice-Principal (Students and Community)

3. STEPS

APPLICATION

- 3.1 Applicants must complete the relevant online form application on Morling Online (Moodle) – Apply for a TFR (Previously CW – Compassionate Withdrawal). As part of the online form application, applicants must include supporting documentations evidence of their claims for the TFR application, e.g. medical certificates, letters of support etc. It is not sufficient to provide only a personal statement or Statutory Declaration outlining your special circumstances.
- 3.2 Overseas students are encouraged to contact the Overseas Liaison Officer to discuss their Confirmation of Enrolment (CoE) and student visa arrangements.
- 3.3 All online form applications for TFR will be received by the Director of Student Services (DSS) and the Dean for approval.
- 3.4 The DSS and Dean will assess the application for a TFR in accordance with the *Tuition Fee Refund Policy: CCSC; Education*. This may include contacting any professional authority who has supported your application, to verify information provided. The DSS and Dean may request additional documentation or clarification from the student relating to their TFR application.
- 3.5 A decision will be made within 28 days of receiving the application.
- 3.6 If the request is approved,
 - 3.6.1 The Academic Services team will be notified to process the request onto the applicant's record on Paradigm.
 - 3.6.2 For overseas students, their PRISMS record/CoE will be adjusted as needed.
 - 3.6.3 The DSS will communicate the outcome of the request to the applicant and the relevant MC department(s) (such as the Accounts and Finance team) for processing. This includes reverting the applicant's tuition fee payment, if applicable.
- 3.7 If the request has not been approved, the DSS will communicate the outcome of the request to the applicant whilst informing the applicant on the reasons of the decision and directing the applicant to the relevant policies, including rights and steps for an appeal.
- 3.8 The request of each online form application of TFR will be documented and saved accordingly onto the TFR shared drive for records purposes.

APPEAL

- 3.9 If a student is not satisfied with the decision made by the DSS, they may apply in writing to the Vice-Principal (Students and Community) (VP(SC)) for a review of the decision within 28 days of notice of the decision.

- 3.10 The VP(SC) will acknowledge receipt of an application for a review of a decision in writing.
- 3.11 The VP(SC) may:
- 3.11.1 confirm the decision,
 - 3.11.2 vary the decision, or
 - 3.11.3 set the decision aside and substitute a new decision.
- 3.12 Within 14 days of receipt of the application, the VP(SC) will notify the applicant of his/her decision, the reasons for making the decision, and of their right of appeal to the Administrative Appeals Tribunal (domestic students) or the Commonwealth Ombudsman (overseas students).

4. RELATED DOCUMENTS AND LEGISLATION

- Tuition Fee Refund Policy: CCSC; Education
- Education Services for Overseas Students Act 2000
- Higher Education Standards Framework (Threshold Standards) 2021

5. REFERENCES

Nil

6. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1.00	Vice-Principal (Students and Community)	8 January 2024	8 January 2024	Procedure created. Procedural components of the TFR Policy transferred into this procedure.

Download this document anew with each use, as it may have changed.