

Student Fees Refund Procedure

Section 1 - Introduction

(1) This procedure outlines different student cohorts entitlement and circumstances to follow in determining if a refund is applicable.

Section 2 - Scope

(2) This procedure governs the refund of the following fees:

- a. Commonwealth Supported Place (CSP) 'student contribution'
- b. Student Services and Amenities Fee (SSAF)
- c. International Student Tuition Fees
- d. Domestic Postgraduate Student Fees
- e. Non-Award Student Tuition Fee

Section 3 - Commonwealth Supported Place (CSP) 'Student Contribution'

(3) Commonwealth Supported Place (CSP) students, postgraduate and undergraduate, who have paid their 'student contribution' up-front are entitled to a refund for a course or program if they withdraw from the course or program before the [Census Dates](#) of a term.

(4) Generally, CSP students who withdraw from a course or program after the census date are not entitled to a refund. However, in special circumstances students may apply to the University for a refund of all or some of their student contribution. Applications must include supporting documentation. Refer to the [Refunds and Remission of Debt](#) website.

Section 4 - Student Services and Amenities Fee (SSAF)

Commonwealth Supported Place Students

(5) Commonwealth Supported Place (CSP) students can either:

- a. defer their Student Services and Amenities Fee (SSAF) through SA-HELP, as they can their CSP fees; or
- b. pay their SSAF upfront to the University.

(6) The University cannot refund SA-HELP debts incurred by students under any circumstances. Students who elect to defer their SSAF debt through SA-HELP will remain liable for the SSAF debt, even if their tuition fees are refunded or

their HECS-HELP or FEE-HELP loans are reduced following withdrawal from a course or program.

(7) Accordingly, clauses 5, 6, 8 and 9, do not apply to CSP students who defer their SSAF through SA-HELP.

Full refund

(8) The University will fully refund the SSAF to students who, before the census date for their program:-

- a. voluntarily withdraw from their program; or
- b. take program leave from a term of study; or
- c. withdraw from all their courses in a term of study.

Partial refund

(9) The University will partially refund the SSAF to students who, before the census date for their programs, reduce their academic load from full time to part time. The refund will be on a pro-rata basis.

No Refund

(10) The University will not refund the SSAF to students who, after the census date for their programs:

- a. voluntarily withdraw from their program; or
- b. withdraw from all their courses in a session of study. In these circumstances, the students will remain liable for the SSAF for the relevant period of study.

Refund in case of administrative error

(11) The University will accept liability for any SSAF liability incurred by a student due to an administrative error by the University. If the student paid the SSAF upfront, the University will refund to the student the amount of the SSAF for which the University is liable.

Section 5 - International Student Tuition Fee

(12) In certain circumstances international students will be entitled to a full or partial refund of tuition fees. Please refer to the [Refund Procedure for International Students](#).

Section 6 - Domestic Postgraduate Student Tuition Fees

Liability for Fees

(13) Any student who is permitted by the Deputy Vice-Chancellor (Academic) and Vice President to enrol after the prescribed date shall be liable for the full fees due in that semester.

(14) Failure to pay the fees due by the prescribed date will result in cancellation of enrolment for the semester unless an approved repayment plan has been negotiated with the University.

Refund

(15) The University will refund tuition fees to students who withdraw in writing from a course prior to the prescribed date. The University shall deem the student not to have been enrolled in the course.

No Refund

(16) Other than in exceptional circumstances, the University will not refund tuition fees for a course if the student withdraws from the course after the prescribed date (regardless of whether the student is permitted to withdraw after the prescribed date).

(17) Applications for exceptional circumstance refunds must be in writing to the Associate Director, Student and Academic Administration, with supporting documentation within 18 months of the formal notification of withdrawal. Refunds may be granted in exceptional circumstances with approval of the Pro Vice-Chancellor Student Experience and Academic Registrar.

Section 7 - Non-Award Student Tuition Fees

Refund

(18) The University will refund tuition fees to students for non-award courses if they withdraw from the course before the HECS-HELP census date for the semester. The University will make the refund after the relevant census date

No refund

(19) The University will not refund tuition fees to students for non-award courses if they withdraw from the course after the HECS-HELP census date for the semester.

Status and Details

Status	Historic
Effective Date	30th January 2013
Review Date	31st December 2019
Approval Authority	Deputy Vice-Chancellor (Academic) and Vice President
Approval Date	30th January 2013
Expiry Date	22nd May 2023
Responsible Executive	Belinda Youn Senior Deputy Vice-Chancellor (Academic & Global)
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Glossary Terms and Definitions

"Prescribed date" - The date that is after the census date, and is set by the University in each term for each course as the last date for withdrawal from that course. Such withdrawals will not appear on academic transcripts but financial obligations will apply and the course withdrawn from will count towards the students' academic progress.

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Census date" - The date in each term on which a student / candidate enrolled in a course is deemed to be financially liable for the course.

"Course" - When referring to a course offered by the University, a course is a set of learning activities or learning opportunities with defined, assessed and recorded learning outcomes. A course will be identified by an alphanumeric course code and course title. Course types include core courses, compulsory courses, directed courses, capstone courses and electives. For all other uses of this term, the generic definition applies.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Postgraduate" - Any qualification being at the level of Graduate Certificate or above.

"Student Services and Amenities Fee (SSAF)" - Is a fee collected by the University to fund non-academic student services and amenities.

"Term" - When referring to an academic period, term means a period of time aligned to an academic year for the delivery of a course in which students enrol and for which they are usually charged fees for example semesters, trimesters, summer, winter or full-year term. The academic year for a term is determined by the academic year in which the course commences, not concludes. For all other uses of this term, the generic definition applies.

"Undergraduate" - Refers to any qualification up to and including the level of a Bachelor Honours degree.