



Fee Refund Policy

Governing authority	Higher Education Committee
Responsible officer	CEO
Date of approval	12 Feb 2018
Date of effect	12 Feb 2018
Review date	February 2021

1. Purpose

This policy provides a framework for AGME to make fair and consistent decisions about student applications for refund of tuition fees and other course charges, in accordance with AGME's obligations as a higher education provider.

2. Scope

This policy applies to all applicants and enrolled students in AGME's Bachelor of Music course.

3. Objectives

AGME acknowledges its obligations to provide applicants and enrolled students with complete and accurate information about fees and costs associated with study in the Bachelor of Music course, and a fair and consistent procedure for applying for fee refunds.

4. Implementation

This policy will be made available to prospective and enrolled students by publication on the AGME website (www.guildmusic.edu.au). Students will be advised on enrolment about AGME's policy for fee refunds.

1. Audition, interview and special admission test fees.

AGME will charge applicants to the Bachelor of Music fees for audition, interview and special admission tests on a cost recovery basis. These fees are non-refundable.

2. Enrolment information

AGME has two intakes per year on the 1st of January and 1st of August. AGME will send enrolment information to new students, by email or mail, including subjects for their first semester of study, course fees, the due date for course fees (refer to the Administrative and census dates in the table below), and FEE-HELP, in a timely manner. There are two semesters per year, and payments for each semester must be in advance and paid by the Administrative date.

3. FEE-HELP applications

Students eligible to request FEE-HELP assistance are to submit completed documentation on the Administrative date. Students will be notified of the outcome on the same date, or following day, by email.

4. Census dates

Census dates are set by AGME for each unit of study during the academic year. These dates are set no earlier than 20% of the way through the semester.

5. Withdrawal from a unit of study/course on or before Census

Students will be eligible for a refund of the semester fees for their enrolled unit(s) if they have submitted a signed withdrawal form to AGME prior to or on the Census date for the semester. The withdrawal form can be requested from AGME or downloaded from the website. Students who withdraw on or before the Census date will receive a Withdrawn grade for the unit.

6. Withdrawal from a unit of study/course after Census

Students who have submitted a withdrawal form after the Census date listed for the semester will incur the full semester fee for their enrolled unit(s) of study. Students who withdraw after Census date will receive a Withdrawn with Penalty (Fail) grade for the unit.

7. Fee refunds for full fee-paying students

7.1 Full fee-paying students who withdraw from a unit of study on or before the Census date will be eligible for a full refund.

7.2 Fee-paying students who have arranged to pay tuition fees in fortnightly payments will be refunded the amount already paid if they have withdrawn from a unit on or before Census date.

7.3 Fee paying students who have arranged to pay tuition fees in fortnightly payments are required to pay the full tuition fees for the unit if they withdraw from the unit after Census date.

8. Important course dates

Table 1: Course dates

Period	Administrative date	Start	End	Close of enrolment	Withdrawal	Census Date
Semester 1	21 Feb	13 Mar	15 Jun	25 Mar	21 Mar	25 Mar
Semester 2	25 Jun	16 Jul	19 Oct	25 Jul	21 Jul	25 Jul

9. Fee-HELP Assistance

FEE-HELP is a loan scheme which assists eligible students (Australian citizens and students on humanitarian visas) to pay their tuition fees. The Australian Government pays the student's tuition fee for enrolled units to AGME on behalf of the student.

9.1 A notice for each census date will be provided to each student who has completed a Request for FEE-HELP assistance.

9.2 If students transfer to AGME from another higher education course, or transfer to another provider, they are required to complete a new Request for FEE-HELP.

9.3 Withdrawal from a unit of study/course on or before the census date

Students who have completed a Request for FEE-HELP assistance and withdraw from their enrolled unit(s) on or before the Census date will not incur a FEE-HELP debt.

9.4 Withdrawal from a course – after the census date

Students who have completed a Request for FEE-HELP assistance and withdraw from their enrolled unit(s) after the Census date will incur a FEE-HELP debt for the unit(s).

9.5 Re-crediting of FEE-HELP balance

When students have been unable to complete the requirements of a unit of study, and they believe that this was due to special and/or unforeseen circumstances, they may apply after the

census date to have their FEE-HELP balance re-credited.

This application, with supporting evidence, must be submitted in writing to the CEO within 12 months of the withdrawal date. Within 21 days of AGME's receipt of the application, the student will be advised of the decision in writing.

If the student's request for re-crediting is successful, AGME will notify the Department of Education and Training of its decision and will refund to the Department the amount of FEE-HELP paid to it on behalf of the student.

9.6 Review of AGME's decision

Where a student is not satisfied with AGME's decision, they may apply, in writing, for a review of the decision. This review will be carried out by the Academic Director. A review will either:

- Confirm the decision; or
- Vary the decision; or
- Set the decision aside and substitute a new decision.

10. Lodging an Application for Review

To lodge an application for review of a decision made within the framework of this policy, the student must submit in writing a request for a review accompanied by any supporting information that may be relevant to the review. The application for a review must be lodged with the CEO within 28 days from the date of notification of the decision that is the subject of the review.

AGME will acknowledge the receipt of an application for review of a reviewable decision in writing within 14 days of receiving the application for review.

AGME will advise the applicant in the acknowledgement letter that:

- if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision, and
- the applicant may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision.

When a review decision has been made, AGME will:

- provide the applicant with written notice of the decision and the reasons for the review officer's decision
- provide advice that the applicant may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision and provide contact details of the closest AAT Registry and approximate costs of lodging an appeal with the AAT.

Administrative Appeals Tribunal (AAT)

The Administrative Appeals Tribunal is an independent body that reviews, on the merits, a broad range of administrative decisions made by Australian (and, in limited circumstances, State) Government ministers and officials, authorities and other tribunals. The Tribunal also reviews administrative decisions made by some non-government bodies. An AGME student may apply for a review of AGME's decision regarding any of the above questions to the Administrative Appeals Tribunal. Information on lodging an application with the AAT is available at its website: <http://www.aat.gov.au/> or at its Victoria office: (Distance students Note there are offices in each state)

Administrative Appeals Tribunal

Level 16, HWT Tower, Southgate
40 City Road Southbank VIC 3006
PO Box 9955 Melbourne VIC 3001
P: (03) 9282 8444 (metropolitan area) 1300 366 700 (country areas)

5. Definitions

Student fees means all tuition fees and charges payable by students enrolled in AGME's Bachelor of Music course.

6. Related policies and documents

- Student Complaints Policy (Non-Academic)