

STUDENT FEE REFUND POLICY

Authorised by: Board of Directors	Date authorised: 21-Oct-06
Effective date:	21-Oct-06
Last amendment date:	18-Jan-07
Review due date:	
Related documents:	
Implementation and review:	Vice President - Operations
Superseded documents	30-Nov-06

1. Overview

This policy deals with student fee refunds for all students of IOTA.

Students who study with IOTA are entitled to receive full or partial refund of the student fees they have paid in accordance with this policy.

2. Scope

This policy applies to –

- all students of IOTA, unless the application of a revision of the policy would disadvantage the student, in which case the student may proceed under the policy in force at the time at which the student first enrolled
- fees paid to IOTA.

It does not cover fees paid to Learning Support Centres.

3. Definitions

Term	Definition
Census date	the closing date for addition of or withdrawal from units published by IOTA in accordance with the Admission and Enrolment policy
Information technology requirements	The information technology equipment and telecommunications access requirements defined in IOTA's Admission and Enrolment policy
IOTA	the Institute of Technology Australia Pty Ltd
Learning Support Centre	an organisation responsible for the delivery of IOTA programs in the supported distance mode
Session	the weekly requirement of scheduled contact time in a unit, incorporating facilitator-student, student-student, and student-online material interactions. A session is part of the unit workload
Teaching period	a period of time within which units are offered OR a designated period of weeks in which the program of study and instruction for a unit or award course is undertaken and includes – <ul style="list-style-type: none"> • three standard semesters of 13 weeks duration per year; and • other periods during the year which are designated by the Vice President - Operations as a teaching period.

4. Policy Principles

Student fees will be refunded in accordance with the principles set out in each of the following scenarios -

Scenario	Principles
Student withdraws from enrolment	<ul style="list-style-type: none"> • 100% of the fee will be refunded if more than three weeks before commencement of the first day of the teaching period • 100% of the fee, less an administrative charge of \$100, will be refunded if less than three weeks before commencement of the first day of the teaching period • 100% of the fee, less an administrative charge of 20% of the fee you paid will be refunded after the first day of the teaching period and before the census date • No fee will be refunded if after the census date.
IOTA withdraws an offer of admission to a student	<ul style="list-style-type: none"> • 100% of the fee will be refunded if before the census date • No fee will be refunded if it is found that the student has provided incomplete or inaccurate information in support of their application for admission, any application for credit or recognition of prior learning, or their enrolment
IOTA withdraws the enrolment of a student who does not meet the information technology requirements	100% of the fee, less an administrative charge of \$100, will be refunded if the student, having enrolled in the on-line distance mode, does not satisfy the information technology requirements by the end of week 3.
IOTA excludes the student due to poor academic performance	100% of the fee will be refunded for any future teaching periods paid for in advance and not yet commenced, but no refund for the teaching period in which the student was excluded.
IOTA suspends or expels the student due to academic misconduct	100% of the fee will be refunded for any future teaching periods paid for in advance and not yet commenced, but no refund for the teaching period in which the student was suspended or expelled.
IOTA cannot provide the academic study offered	100% of the student fee will be refunded.

Fees will be refunded only if all other outstanding debts owed by the student to IOTA are paid in full.

5. Procedure for refunds

Where appropriate and in line with this policy, IOTA will refund student fees paid to it (less any applicable administration charges) upon receipt of a written request from the student to the Student Administration Officer. Separate requirements apply for fees paid to Learning Support Centres.

6. Responsibilities

The following IOTA personnel are responsible for the maintenance and application for this policy:

Vice President - Operations
Student Administration Officer

7. Communication

This policy and procedures document will be communicated to –

- all staff members of IOTA and the Learning Support Centre by electronic means
- students of IOTA through the student intranet