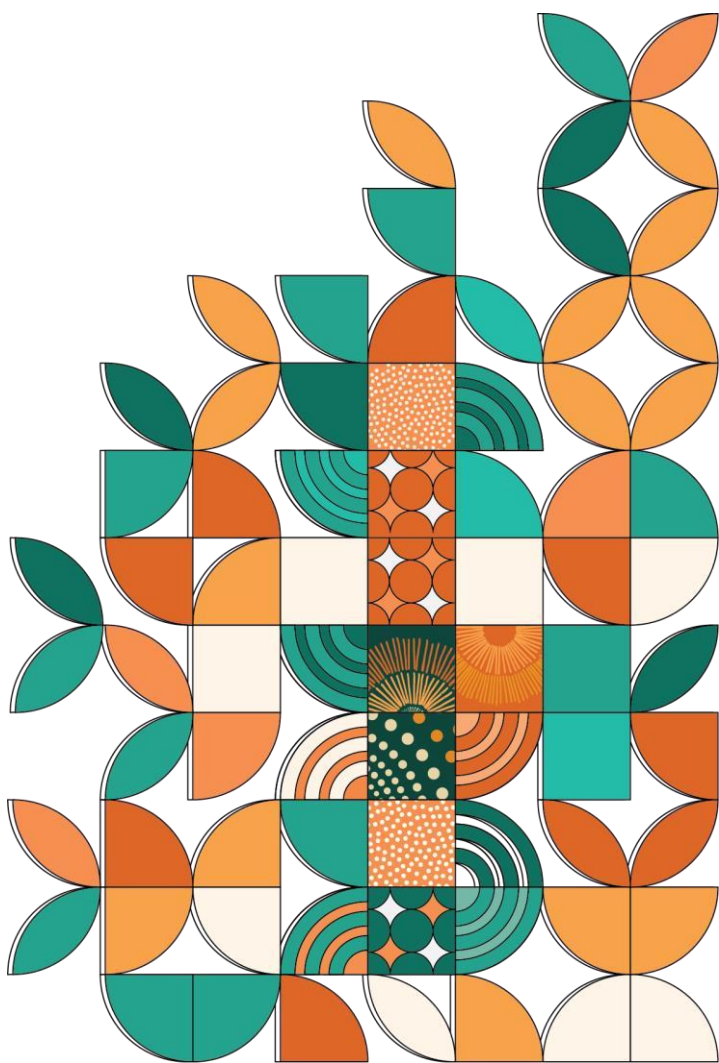


Refund Procedure for Domestic Students



SECTION 1

1. Purpose

- 1.1 The purpose of this procedure is to outline the Institute of Health and Nursing Australia's (IHNA) approach to managing refunds and to demonstrate how fees paid in advance are protected by IHNA.
- 1.2 IHNA's Refund Procedure is developed to ensure compliance in line with Standards 5.3, 7.3 and Schedule 6 of the Standards for Registered Training Organisations 2015.
- 1.3 IHNA's Student Agreement will include information regarding the refund of course fees. This Procedure will also inform students about the processes for claiming a refund. IHNA reserves the right to amend this procedure at any time to ensure compliance with all relevant legislation and regulations.

2. Scope

- 1.4 This Procedure applies to all staff of IHNA who are responsible for the processing of refunds and/or attending to student queries with respect to refund and payable tuition fees.
- 1.5 This Procedure covers the refund process for all fees payable for training services provided within IHNA's scope of registration in accordance with the Standards for Registered Training Organisations 2015, relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled).
- 1.6 Exclusion: This Procedure does not apply to fully Government Funded Students and all training products with a training period of less than 3 months duration.

3. Definition

- 3.1 Refer to the IHNA's [Glossary of Terms](#).

SECTION 2

4. Procedure

4.1 General Directives to all Students:

- 4.1.1 IHNA makes available all refund information to students' pre-enrolment and through the enrolment process. The information would be included on the student enrolment agreement form and or Letter of Offer, which the student acknowledges and agrees to, on signing the student enrolment agreement form/acceptance advice.
- 4.1.2 All refund requests must be made using the IHNA Refund Request Form online portal, attaching relevant documents.
- 4.1.3 The date on which the online or written application is received is the date used for the calculation of any refund.

4.1.4 If a student is applying for Special Circumstances, the student must submit a written statement addressing their Special Circumstances. IHNA will assess the refund to ensure they meet the circumstances under which a refund will be paid.

4.1.5 The administration fee is non-refundable and applies to all applicants and enrolled students.

4.2 Refund Guidelines for Domestic (including VET Student Loans) Students

4.2.1 A student who formally withdraws from a unit of study on or before the census date for their course:

- a. is entitled to a refund of their tuition fees; and
- b. does not incur a VET Student Loan debt if no upfront payment has been made.

4.2.2 A student who formally withdraws from a unit of study after the census date for their course:

- a. is not entitled to a refund, including any upfront payment; and
- b. will incur the full VET Student Loan debt liability.

4.2.3 A student who formally withdraws from a unit of study after the census date due to special circumstances may apply for their VET Student Loan and may be eligible for a refund if an upfront payment has been made or a re-credit of your Loan balance (Refer to IHNA Student Review Procedures for Re-Crediting a Student Loans Balance for detailed information). The refund application must include independent supporting documentation and evidence to substantiate the claim.

4.2.4 Full fee-paying students will receive a refund based on the census date(s) of the enrolled unit(s). IHNA provides refunds for unit(s) where the census date has not yet passed.

4.2.5 If a student abandons their course without notice (apparent withdrawal), IHNA reserves the right to deny any refund and issue an invoice to the student for all remaining outstanding course fees.

4.2.6 If IHNA withdraws a student before the agreed start date, the student will receive a full refund.

4.2.7 If IHNA is unable to provide the course after the original start date, unused tuition fees will be refunded. Pre-paid fees may also be transferred to an alternative enrolment if the student agrees.

4.2.8 If IHNA is unable to provide the full course due to a sanction imposed by the government regulator, unused tuition fees will be refunded.

4.2.9 No refund will be provided for Recognition of Prior Learning (RPL) fees once a Statement of Attainment has been issued.

4.3 Application Process

4.3.1 All refund applications must be submitted using an online IHNA Refund Application Form available on the [website](#).

4.3.2 The completed form will be forwarded to the Registrar automatically, who will then send it to the Accounts Department for review and processing.

4.3.3 Incomplete applications will not be considered for refund processing. All applications must clearly state the reasons for the application and include necessary relevant supporting documents.

4.3.4 The information provided by the Student on the Refund Form must include:

- a. the date of the claim.
- b. the student's full name and student ID.
- c. the course, campus in which the student was enrolled.
- d. the basis for making the claim.
- e. the amount claimed.
- f. the address to which the refund is to be forwarded.
- g. the student's payment details.
- h. all documents relevant to the consideration of the claim (If required, IHNA will conduct follow-up communication for the additional required documentation).

4.3.5 All refund applications will be processed by the Accounts Department within 30 calendar days from the date of lodgement of completed refund applications.

4.3.6 If the student is entitled to a refund, IHNA will refund the amount within 30 calendar days after receipt of the completed Refund Form together with appropriate supporting documents. The date of the notification for application for refund is the date the completed Application for Refund is received by IHNA.

4.3.7 All debts owing to IHNA are to be deducted from any refund.

4.3.8 Refunds will usually be processed in AUD. IHNA is not responsible for any fluctuations in foreign exchange rates. The funds covering the tuition fees must be cleared (i.e. cheques cleared, telegraphic transfers received, etc.).

4.3.9 This procedure and the availability of the complaints and appeals process do not affect the student's right to pursue action under Australia's consumer protection laws.

5. Responsibility

5.1 The Chief Executive Officer (CEO) and Chief Financial Officer (CFO) ensure that this procedure meets the requirements of the Standards for Registered Training Organisations and relevant legislations.

5.2 The Director of Quality Management and Campus Managers are responsible for monitoring the implementation and compliance of this procedure.

5.3 The Accounts Managers and Accounts Officers are responsible for implementing the Refund Procedure.

SECTION 3

6. Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Refund Policy • Fees Policy • Fee Payment Procedure • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • Tuition Protection Service Policy • Tuition Protection Procedure • Access and Equity Policy • Academic Participation and Progress Policy • Academic Participation and Progress Policy • Student Attendance, Academic Progress and Completion Monitoring Policy • Admission and Enrolment Policy • Admission and Enrolment Procedure • Student Support Services Policy • Student Support Services Procedure • IHNA Fee Refund Application
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for Registered Training Organisations 2015 • Enrolled Nurse Accreditation Standards 2017 • VET Student Loans Act 2016 • VET Student Loans Rules 2016 • VET Student Loans Information Booklet • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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Department	Finance
SRT0 2015	Standards of RTOs 2015 Clause 5.3 Clause 7.3, Schedule 6

7. Change History

Version Control	Current Version 3.1
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Version No.	Date	Brief description of the change, including version number, changes, who considered, approved, etc.
V.2.0	04/03/2021	Revised and updated the new template with pertinent sections.
V.3.0	05/07/2024	Updated in new template and logo, moved the definitions in the Glossary of Terms.
V.3.1	16/01/2025	Added information in the Refund Guidelines section and revised the application process in line with IHNA's current practices.