

IEFT FEE REFUND POLICY

PURPOSE

This purpose of this document is to outline the policy by which IEFT makes fair and consistent decisions about student applications for refund of tuition fees and other course charges.

SCOPE

This procedure applies to all enrolled students in IEFT's accredited higher education courses.

DEFINITIONS

Student fees mean all tuition fees and charges payable by students enrolled in IEFT's higher education courses.

RESPONSIBILITIES AND AUTHORITIES

The **CEO** is responsible for approving applications for fee refunds according to the recommendations of the Dean (Emotionally Focused Therapy).

The **Dean (Emotionally Focused Therapy)** is responsible for

- receiving Fee Refund Applications from students and ensuring adequate supporting documentation is provided;
- assessing grounds for fee refund applications against this policy;
- making recommendations to the CEO.

POLICY

1. IEFT is committed to providing complete and accurate information to prospective and enrolled students about tuition fees and charges.
2. Students are required to make a deposit on tuition fees for enrolled units of study on the date of enrolment. The deposit is non-refundable.
3. Enrolment or re-enrolment fees are payable on the date of enrolment, and are non-refundable.
4. Students are required to make full payment for tuition fees for enrolled subjects in advance of timetabled unit dates.
5. Students who withdraw from an enrolled subject more than one month in advance of the timetabled unit date will have their fees refunded by IEFT. The refund will not include the deposit or enrolment/re-enrolment fees.
6. Students who withdraw from an enrolled subject less than a month in advance of the timetabled subject date may apply for a fee refund using IEFT's Fee Refund application form. Supporting documentation must also be submitted. Grounds for fee refunds include:
 - bereavement;
 - medical conditions;
 - personal, family or relationship circumstances;
 - employment-related reasons;
 - other matters affecting the student's capacity to attend the unit of study.
7. The Dean (Emotionally Focused Therapy) will assess the fee refund application and make a recommendation to the CEO within five working days for full, partial or no refund, according to the circumstances and supporting documentation.
8. The CEO will make a final decision on the fee refund application within five working days and notify the student by email and mail. The decision will be documented in the student's record.

APPEALS

Students may appeal the decision of the CEO using the Formal Complaints and Appeals Lodgement Form.

RELATED

Student Welfare and Support Policy
Student Welfare and Support Procedure
Grievance Complaints and Appeals Policy
Grievance Complaints and Appeals Procedure
Critical Incident Policy
Critical Incident Procedure

Version Control

Document:	Fee Refund Policy				
Approved by:	Board of Directors			Date:	2017/09/25
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