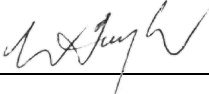


Policy Name	EXCEPTIONAL CIRCUMSTANCES (Re-credit FEE-HELP or Tuition Fee Refund) POLICY
Policy Number	G012_PO (Governance)
Purpose	To outline the policy for the re-crediting of a FEE-HELP balance or tuition refund in exceptional circumstances for the Whitehouse Institute Pty Ltd trading as the Whitehouse Institute of Design, Australia (Whitehouse).
Scope	This policy applies to Whitehouse across all campuses and for all FEE-HELP- enabled courses offered by Whitehouse and to current and prospective students.
Policy Statement	<p>In the event an enrolled student of Whitehouse within the previous 12 months has:</p> <ul style="list-style-type: none"> • paid tuition fees upfront or deferred tuition fees to FEE-HELP and • the census date has passed and because of exceptional circumstances the student withdrew or deferred their enrolment (partially or in full) before the last teaching date of the study period. <p>In requesting to re-credit FEE-HELP/tuition fee refund, a student must provide relevant and appropriate evidence that they were unable to complete the subject(s) due to exceptional circumstances within the applicable time limits as outlined in the Exceptional Circumstances (re-credit FEE-HELP or tuition fee refund) Procedure. (Exceptional Circumstances are outlined in Definitions).</p> <p>The decision to approve or not approve a re-credit FEE-HELP/ tuition refund application will be considered principally on the basis of independent supporting documentation. It is the student’s responsibility to ensure all relevant documentation is provided. Whitehouse reserves the right to validate any documentation supplied to support the claim.</p>
Relevant Legislation	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • 2016 Higher Education Support Act (2003) • National Vocational Education and Training Regulator Act 2011 • ASQA Regulatory Risk Framework • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Commonwealth Government Fee Help Guidelines • Education Services for Overseas Students Act 2000 (ESOS) • Privacy Act (Cwlth) 1988 • Privacy and Personal Information Protection Act 1998 (NSW) • State Records Act 1998 (NSW) • Information Privacy Act 2000 (Victoria)
Key Related Documents	<p>Exceptional Circumstances (Re-credit FEE HELP or tuition fee refund) Procedure</p> <p>Cancellation and Refund Policy (HE)</p> <p>Cancellation and Refund Procedure (HE)</p>

	<p>Admission Policy (HE)</p> <p>Admission Procedure (HE)</p> <p>Notification to Withdraw or Defer Subject/Studies</p> <p>Student Handbook</p> <p>Student Enrolment/Application Forms</p> <p>Withdrawal and Deferment Policy Higher Education</p> <p>Withdrawal and Deferment Procedure Higher Education</p>
<p>Definitions</p>	<p>Exceptional Circumstances: exceptional circumstances are those that are considered unusual, uncommon or abnormal - these include:</p> <ul style="list-style-type: none"> • death of a close family member (parent, guardian, sibling, spouse, child) • partial or total incapacitation • medical or personal circumstances • department of immigration and citizenship (DIAC) refusing to grant a student visa for study in Australia (overseas students on student visas only). <p>When are Exceptional Circumstances Accepted?</p> <p>As a general guide, exceptional circumstances include those that are beyond a student's control:</p> <ul style="list-style-type: none"> • including but not limited to where a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect and for which the person is not responsible. <p>AND</p> <p>Did not make its full impact on the student until on or after the census date; for example, the circumstances occurred:</p> <ul style="list-style-type: none"> • before the census date, but worsened after that day or • before the census date, but the full effect or magnitude does not become apparent until on or after that day or • on or after the census date. <p>AND/OR</p> <p>Made it impracticable for the student to complete the course/subject requirements and complete assessment.</p> <p>Exceptional circumstances do not include:</p> <ul style="list-style-type: none"> • a lack of knowledge or understanding of FEE-HELP regulations. <p>OR</p> <ul style="list-style-type: none"> • a lack of knowledge or understanding of the Whitehouse's Selection & Admission policy and procedure. <p>Course Commencement: course commencement is the published start date of the course.</p> <p>Census Date: a census date for all programs is the closing date for a student to apply for or withdraw from government funded Fee Help assistance and the date a student incurs a Fee Help debt for the unit undertaken.</p>

	<p>The census date is set by the education provider and can be no earlier than 20% of the way through a subject or unit of study except for VET in Schools where the census date is the first date of the study period enrolled in.</p> <p>Study Period: a study period is the time scheduled for the delivery of a unit of study.</p> <p>Unit of Study: a unit of study is the class or subject in which a student is enrolled.</p>
Responsible Officer	Executive Director
Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	21/12/2026
Documents superseded by this Procedure	<p>015 - Governance: Exceptional Circumstances (re-credit fee-help or tuition refund) Policy and Procedure, January 2013</p> <p>Whitehouse Refund and Withdrawal/Deferment Policy 2012</p>
Amendment History	<p>05/2018 Re-branding – Header & Footer only</p> <p>12/2016 Policy and Procedures separated. Updated formatting and minor amendments Changed formatting Updated hyperlinks, updated documents</p> <p>01/2013 Changed formatting – included procedure and policy in one document Minor adjustments and inclusions to policy wording and updating of compliance requirements</p> <p>04/ 2014 Change of policy name Minor adjustments to policy wording</p> <p>12/2023 Re-approval</p>

Signed and dated for Whitehouse Institute Pty Ltd		Les Taylor	20/12/2023
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Governors Academic Board Executive Management Academic Staff Administration Staff Applicants to HE Programs Students