



University of
South Australia

Centre for
English Language

FEE REFUND PROCEDURE

SECTION D - PROCEDURE

Related Policy

Fee Refund Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Application for refund	
Student	1.1	Complete Refund request form	
	1.1.1	Withdrawal: Submit withdrawal form in accordance with Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Procedure	
	1.1.2	Transfer: Apply for transfer in accordance with the Transfer of Provider Procedure	
	1.2	Submit completed form and all supporting evidence to Student Services	
	2	Processing refund	
Student and Academic Services (SAS)	2.1	Process refund form and related forms	
	2.1.1	Withdrawal: process withdrawal and report in PRISMS if necessary	
	2.1.2	Transfer: if approved, process transfer and release student	
	2.1.3	Accommodation: forward refund request to Accommodation team for approval	
	2.2	Forward refund and withdrawal forms to Finance Shared Services (FSS)	
Accommodation	2.3	Approve refund and return to SAS for processing	
Finance Shared Services (FSS)	2.4	Review Refund Form to ensure it aligns to the Fee Refund Policy	
	2.5	Provide Accounts Payable with Refund documentation for processing	
	2.6	Once payment has been released, send remittance notification via Student Management System	

D.2 Supporting Documentation

Form templates	Retention time	Location
Refund Request form		SAIBT website

Records (including completed forms)	Retention time	Location
Refund Request form		Student e-file
Remittance notification		Student management system

D.3 Version Control

Version Number	Summary of Changes	Approved by	Date of Effect	Privilege Level
v1.0	Initial procedure	Commercial Finance Manager	9/2018	Public