



**EYNESBURY**  
**COLLEGE**

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# FEE REFUND PROCEDURE

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## SECTION D - PROCEDURE

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### Related Policy

Fee Refund Policy

### D.1 Procedure

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

## D.2 Supporting Documentation

Form templates	Location
Application for Refund form	Eynesbury website

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

For retention information and disposal schedules see the Navitas Records Management, Retention and Disposal policy: <https://bit.ly/2OQrJEU>

## D.3 Version Control

<b>Current Version Number</b>	2.0
<b>Date of Effect</b>	03/2022
<b>Privilege Level</b>	Public