



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 UPA Finance (AR Team)	
Accommodation	2.3	Approve refund and return to SAS for processing	
UPA Finance (AR Team)	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	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

Current Version Number	1.0
Date of Effect	03/2026
Privilege Level	Public