

<b>Preparation/drafting</b>	Director of College Life /Principal
<b>Approval Authority (operational)</b>	Principal
<b>Date of approval</b>	September 2022
<b>Next Review Date</b>	September 2023

## 1 PURPOSE

The purpose of the Fees and Refunds guidance paper is to outline the approach taken by the College in relation to the fees of student residents or accepted applicants for student residency who withdraw from their applications and/or student residential agreements.

Emmanuel College recognises that we live in uncertain times. We seek to offer some flexibility for our prospective and returning student residents, while being careful with managing the College's financial sustainability. Many of the College's costs are fixed, and the College has limited opportunities to fill vacancies after The University of Queensland Academic Year begins.

Further, the College is clear in its principles that no one should be unnecessarily burdened by agreements or commitments when things outside their control have altered their circumstances. The College seeks to respond to such circumstances with compassion.

This guidance has been specifically updated in response to the conditions created by the COVID-19 pandemic (commencing in Australia in 2020) and may be further revised as the impacts of the pandemic are reviewed. (See 4.8)

## 2 SCOPE

This policy applies to all accepted student applicants or residents including, but not limited to:

- Provisional entry applicants who have paid their non-refundable application processing fees and acceptance fees;
- Unconditional entry applicants who have signed their student residential agreements; and
- Residents who have taken up a place at Emmanuel College and moved in;
- Code of Conduct Payment.

This policy does not apply to Short Stay or Conference residents who reside at the College under different agreements or contractual arrangements.

## 3 POLICY STATEMENT

### 3.1 Certainty for Student Applicants and Residents

The College recognises that applicants and residents need certainty around the financial commitments that they enter into by applying to, accepting an offer, signing an agreement and/or taking up a student resident place at Emmanuel College.



### 3.2 Prudent Financial Decision-Making

The College also has responsibility for maintaining financial sustainability and making prudent decisions in relation to finances.

### 3.3 Limited Entry Opportunities

Following the commencement of the Academic Year, the College has limited opportunity to fill vacancies resulting from the withdrawal of student applicants and/or residents.

### 3.4 Needs-Focused Compassion

The College recognises that particular student applicants or residents who choose to withdraw from the College may do so in the context of considerable financial or other pressures. The College seeks to respond to the circumstances of particular student applicants and/or residents with compassion and understanding of their circumstances.

## 4 POLICY APPLICATION

### 4.1 Acceptance Payment

The Acceptance Payment is payable on acceptance of a provisional offer of a student resident place at Emmanuel College, and is non-refundable.

### 4.2 Early Withdrawal

If an accepted applicant or returning student resident withdraws from their application and/or agreement **more than 4 weeks** prior to the commencement of the residential term and/or their agreed moving in date (whichever is sooner), any fees paid, excluding the acceptance payment, will be refunded.

### 4.3 Late Withdrawal Prior to Entry

If an accepted applicant or returning resident withdraws from their application and/or agreement **less than 4 weeks** prior to the commencement of the residential term or their agreed moving in date (whichever is sooner), all Residential Fees are payable unless the College is able to re-book the residents place at College, in which case a refund of said fees. Excluding the acceptance payment, will be made. If more than one resident withdraws, the re-booking of their respective rooms/ places will be made in chronological order.

### 4.4 Withdrawal after Agreement Commencement or Entry

If an accepted applicant, or new or returning resident withdraws from their application or agreement after the commencement of the residential term or after their agreed moving in day (whichever is sooner), all Residential Fees are payable unless the College is able to re-book the residents place at College, in which case a pro-rata refund of said fees, excluding the acceptance, will be made. If more than one resident withdraws, the re-booking of their respective rooms/ places will be made in chronological order. Consideration may be given to the refunding/crediting of fees (or part thereof) for subsequent residential periods depending on the circumstances of the resident's withdrawal.

### 4.5 Special Consideration for Individuals

The Principal may give special consideration to individual residents who withdraw from their student resident agreements on the basis of any evidence provided by the student resident of the circumstances surrounding the withdrawal. Possible examples *could* include:

- Not being offered a tertiary place in Brisbane;
- Medical condition;



- Urgent family circumstances requiring withdrawal from study.

#### 4.6 Code of Conduct Incentive

The Code of Conduct incentive, which is refundable at the end of academic year, will be refunded subject to the residents compliance with the Student Handbook.

#### 4.7 College Closure

In the case of the College closing to residents, no resident fees will be charged/payable from the date of closure and no break of acceptance payment will be charged to or payable by residents. The College reserves the right to write back any discounts given on student resident fees when determining refunds and credits.

#### 4.8 Impacts of COVID-19

In the case of a resident being unable to attend Emmanuel College due to border restrictions or lockdown orders (either imposed by governments, health authorities, or by the College itself), the College undertakes to refund any student for their unused time at College. This undertaking does to apply to students who elect to leave the College prior to or after such restrictions or orders are imposed.

## 5 SUMMARY

Emmanuel College recognises that the commitment to live in a residential college is a financially significant one. This policy seeks to offer a balance between the reasonable needs of our students and their families and the similarly reasonable financial obligations under which the College operates, with a clear view on achieving a sustainable offering for many years to come. Application fees are to cover costs of administration of the College's systems for enrolment, interviews and the Acceptance Payment is to complete the residential Agreement between the resident (and their parent/guardian, if required). Due to the difficulty in filling spaces after the academic year commences, refunds of residential fees will only be considered in limited circumstances