

SCHOOL OF ANAESTHESIA

37 MILITARY HOSPITAL



FEE REFUND POLICY

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POLICY OVERVIEW

1 Purpose

To comply with the relevant legislation under which the School of Anaesthesia, 37 Military Hospital is bound and to ensure the School of Anaesthesia, 37 Military Hospital delivers a transparent, effective and efficient Student Fee refund process.

2 Scope

This policy applies to past Students, current Students and Applicants, their authorized representatives and/or official sponsors seeking a refund of Student Fees. The Refund of Student Fees Policy applies to all tuition fees, student contribution amounts and course money received by the School of Anaesthesia, 37 Military Hospital, or a third party acting under contract on behalf of the School of Anaesthesia, 37 Military Hospital, and applies equally to monies received either directly or indirectly from the Student.

This policy also applies to refunds relating to Miscellaneous Student Fees, Fines and Charges as defined, health cover and credit balances on Student Accounts.

3 Policy Statement

3.1 Under the Higher Education scheme by Medical and Dental Council (MDC); School of Anaesthesia, 37 Military Hospital is listed as an anaesthesia higher registered education provider and therefore must comply with all the relevant sections of the MDC Act.

3.2 Under the guidance and framework provided by UCC and MDC Acts, Regulations and Codes, the School of Anaesthesia, 37 Military Hospital will conduct all Student Fee refunds ethically, honestly and with fairness to all parties.

3.3 Unless as required under legislation, this Policy will be applied equally, in the context relevant to the circumstance, to all Students, past Students and Applicants of the School of Anaesthesia, 37 Military Hospital.

4 Principles

The School of Anaesthesia, 37 Military Hospital will:

4.1 Ensure this Refund of Student Fees Policy is publicly available to all Students and Applicants.

4.2 Ensure Students have an option to leave credit balances (excess payments after Census Date) on their Student Account to be applied against future liabilities the Student may incur with the School.

- 4.1** Ensure International Students are given access to a copy of this Policy prior to accepting a place at the School of Anaesthesia, 37 Military Hospital under a Student Visa.
- 4.2** Enter into a written agreement with the International Student, concurrently with or prior to accepting fees from the Student, that contains information regarding refunds of fees.
- 4.3** Include a clause in all Education Partner contracts (including Support Offices) regarding the refunding of fees received for a School of Anaesthesia, 37 Military Hospital Enrolment, to ensure the Education Partner's (UCC) refund policy is consistent with this Policy.
- 4.4** Through the Education Partner review process, ensure their refund practices are clearly stated and publicly available and meet the MDC and National Accreditation Board (NAB) Code requirements.
- 4.5** Develop and make publicly available Student Complaint Management and Review of Decision procedures for issues regarding Student Fee refunds.

5 Procedures for the refund

5.1 Grounds for a Refund and Establishing the Amount to be refunded

5.1.1 Before Registration

If a student has not registered to start his / her studies after accepting SOA, 37 Military Hospital admission offer, he/ she will be entitled to a refund of tuition fees as indicated in the table below:

Before Registration		After Registration	
2 months	5%	2 months	No Refund
1 month	10%	1 month	No Refund
3 weeks	15%	3 weeks	No Refund
1 week	25%	1 week	No Refund

5.1.2 After Registration

If a student decides to withdraw from the school after he / she have registered to start the course of study, he / she will not be entitled to any fee refund.

5.1.3 Other Charges: No refund is available for any other fees paid in advance.

5.1.4 Continuing Students (Tuition Fees)

All continuing students who have overpaid their academic years' fees shall be entitled to a refund of the excess payment.

Refund will however be made to the person or organization that made the fee payment and by the same method of payment.

Such students will be required to complete a fee refund form.

5.1.5 Tuition Fees

A Student is entitled to a refund of Tuition Fees under the following circumstances:

- a. A Student, who withdraws their Enrolment in a course before the last date to drop courses in that semester, is eligible for a reversal of Student Fees and a full refund of monies paid upfront for that Course, with the exception of an International Student in their first six months of on-campus study at the School of Anaesthesia, 37 Military Hospital, who requests a transfer to another registered provider.
- b. An International Student, in their first six months of on-campus study at the School of Anaesthesia, 37 Military Hospital, who requests a transfer to another registered provider must apply for a Letter of Release. Where the School of Anaesthesia, 37 Military Hospital grants a letter of release, before the last date to drop courses in that semester (Census Date), the International Student is eligible for a reversal of Student Fees and a full refund of Monies paid upfront for their Course(s) in that Semester.
- c. Where the School of Anaesthesia, 37 Military Hospital grants a Letter of Release, after the last date to drop Courses in that Semester (Census Date) , the International Student is not eligible for a reversal of Student Fees or a refund of Monies paid upfront for their Course(s) in that Semester

5.1.6 Refund of Miscellaneous Student Fees, Fines and Charges

A Student may be entitled to a full or partial refund of a School of Anaesthesia, 37 Military Hospital administrative fee, fine or charge where the service was not provided or the fee, fine or charge has been reversed. Requests for refunds of Miscellaneous Student Fees, Fines and Charges will, in the first instance, be addressed to the department or faculty that imposed the fee, fine or charge. Successful requests for refunds will be forwarded to Financial Services for processing. If a refund request is unsuccessful a notice will be provided to the student, providing details of the decision.

5.1.7 Refunds of Credit Balances on Student Accounts

A Student may apply to financial and business services for the refund of a credit balance on a student account where:

- a. A Student has ceased Enrolment at the School of Anaesthesia, 37 Military Hospital; and all student account balances relating to that student have been satisfied in full.
- b. The overpayment was a genuine mistake (as evidenced in writing by a student and School of Anaesthesia, 37 Military Hospital accounts records).

5.2.0 Requesting a Refund

All requests for student refunds must be made in writing addressed to the Director of the school.

Students will address their request to:

Director (Financial Services)

**Address: 37 Military Hospital
Neghelli Barracks
Accra.**

Or via;

Email: anaesthesiaschool37@gmail.com

Or complete a Refund Request Form A, in person, available from the administrator at the School of Anaesthesia Secretariat. (Appendix A)

Financial Services Employees may require proof of identity at the time of processing the refund. This will be a series of short questions relating to the Student's School of Anaesthesia, 37 Military Hospital Admission and/or Enrolment details.

5.2.1 Students supported by Official Sponsors

Where a Student has been admitted to the School of Anaesthesia, 37 Military Hospital under a formal Official Sponsorship agreement with the School of Anaesthesia, 37 Military Hospital, and School of Anaesthesia, 37 Military Hospital records indicate the monies were paid by the Official Sponsor, refunds of these monies will be payable to the Official Sponsor.

Official Sponsors will address their request to:

Director (Financial Services)
Address: 37 Military Hospital
Neghelli Barracks
Accra.

Or via;

Email: anaesthesiaschool37@gmail.com

5.3 Refund processing duration

All refunds will be paid within twenty (20) working days upon receipt of a fully completed and signed written request for a refund, with the exception of refunds defined under the SOA, 37 Act as detailed below;

5.3.1 Refunds assessed as “**Provider Defaults**” will be paid within twenty (20) business days of the notification of the default by the school of Anaesthesia, 37 Military Hospital, subject to a Student providing information in accordance with this policy to enable the processing of the refund”.

5.3.2 Refunds assessed as “**Student Defaults**” will be paid within twenty (20) business days of receiving a student's written request, subject to a student providing information in accordance with this policy to enable the processing of the refund.

5.4 Refund Payment Methods

The School of Anaesthesia, 37 Military Hospital will apply the following methods of refund:

5.4.1 Where the original monies were received by the School of Anaesthesia, 37 Military Hospital via a current credit card the refund will be credited back against the originating credit card.

5.4.2 Where the original monies were received by the School of Anaesthesia, 37 Military Hospital via cash, cheque, money order, debit card, payments, bank transfer, international bank transfer or international bank draft, the refund will be via a School of Anaesthesia, 37 Military Hospital cheque, international bank draft or international bank transfer, as appropriate.

Exceptions to these methods must be approved in writing by the Associate Director (Finance), Financial Services from Director General (DG) Burma Camp - Ghana Armed Forces.

5.5 Refund Currency and Bank Charges

5.5.1 All refunds will be processed in Ghana Cedis (GHC) unless a student specifically requests the refund in a currency other than Ghana Cedis (GHC) equivalent.

5.5.2 Where a Student or their authorized representative indicates a preferred currency other than Ghana Cedis, the School of Anaesthesia, 37 Military Hospital will convert the GHC equivalent on the day of transfer, at the rate offered by the School of Anaesthesia, 37 Military Hospital's supplier of foreign currency. The Student accepts this rate of conversion by their signature on the refund application form.

5.5.3 Where the School of Anaesthesia, 37 Military Hospital is unable to transfer GHC or the Student or their Authorized Representative's preferred currency to the country due to international banking limitations or where the cost of the transfer would result in excessive international bank charges for either party, the School of Anaesthesia, 37 Military Hospital will select the most appropriate foreign currency. The Student or their Authorized Representative accepts this currency by their signature on their refund application.

5.5.4 The School of Anaesthesia, 37 Military Hospital will carry all bank charges or deductions imposed by the actions of the bankers engaged by the School of Anaesthesia, 37 Military Hospital to make the refund payment or transfer including the School of Anaesthesia, 37 Military Hospital's nominated supplier of foreign currency.

5.5.5 The Student or their Authorized Representative will carry all bank charges or deductions imposed by or arising from the actions of the bankers nominated by the Student to receive the payment or transfer.

5.5.6 Where a Student or their Authorized Representative has nominated a third party as the refund beneficiary the Student, their Authorized Representative and/or the third party will carry all bank charges or deductions imposed by or arising from the actions of the bankers nominated by the Student, their Authorized Representative and/or third party to receive the payment or transfer.

5.5.7 Where an Official Sponsor is the refund beneficiary, the Official Sponsor will carry all bank charges or deductions imposed by or arising from the actions of the bankers nominated by the Official Sponsor to receive the payment or transfer.

5.6 Refunds to Students Studying via an Educational Partnership Arrangement

Reference to this Refund of Student Fees Policy and any applicable Educational Partnership refund processes, will be reflected in the Student's Letter of Offer and Acceptance of Offer at

the time of Admission to the School of Anaesthesia, 37 Military Hospital, when studying via an Educational Partner.

Students studying via an Educational Partnership arrangement, where the Student is required to pay their Student Fees directly to the Educational Partner, will seek Student Fee refunds directly from that Educational Partner.

5.7 The Educational Partner will:

Develop refund procedures consistent with this Policy; and

Deal with all Student refunds promptly ethically, honestly and with fairness to all parties.

5.7.1 In exceptional circumstances the Director (Financial Reporting and Budgets) may approve, in writing, the refund of the 'net credit of Monies received' by the School of Anaesthesia, 37 Military Hospital from the Educational Partner on behalf of the Student.

5.7.2 Students studying via an Educational Partner arrangement, where the Student is required to pay their monies directly to the School of Anaesthesia, 37 Military Hospital, and does so, will be refunded those monies by the School of Anaesthesia, 37 Military Hospital in accordance with the procedures in this Policy.

5.8 Review of Decision

5.8.1 A Student, their Authorized Representative or an Official Sponsor may request a Review of Decision in relation to a Student Fee refund where the Student or an Official Sponsor considers that the School of Anaesthesia, 37 Military Hospital has not assessed or processed the refund request in accordance with this Policy, or not all relevant information was taken into account when the refund was assessed.

5.8.2 Where the Student, their Authorized Representative or Official Sponsor is not satisfied with the attempt at informal resolution, or is uncomfortable with attempting an informal resolution the Student, Authorized Representative or Official Sponsor may lodge a formal request for a Review of Decision in accordance with the School of Anaesthesia, 37 Military Hospital's Review of Decision Procedure.

5.8.3 A Student may also Appeal against a School of Anaesthesia, 37 Military Hospital Decision that may have impacted on the application of this Policy in accordance with the relevant Academic or Non-Academic Appeal Procedure.

5.8.4 The School of Anaesthesia, 37 Military Hospital's resolution processes, including the Academic Appeal Procedure, Non-Academic Appeal Procedure and the Review of Decision Procedure do not circumscribe a Student's right to pursue other remedies.

5.8.5 Where a Student agrees to the terms of this Policy, such agreement, and the availability of Complaints, Appeals and Review of Decision processes, does not remove the right of the Student (or Official Sponsor) to take further action under Australia's consumer protection laws.

6 References

Higher or Tertiary Educations scheme by Medical and Dental Council (MDC) and National Accreditation Board (NAB)

Definitions

Terms defined in the Definitions Dictionary

Academic Appeal

A formal, written request made by a Student to the Academic Appeals Committee to have a Decision, in relation to an academic matter, overturned.

Admission

The process of submission and assessment of applications for entry to study at the School of Anaesthesia, 37 Military Hospital.

Appeal

A formal, written request made by a Student or Employee to a higher authority to have a Decision overturned.

Applicant

A person who applies for any program or Course of study offered by the School of Anaesthesia, 37 Military Hospital.

Authorized Representative

A representative who has been authorized to represent or act on behalf of a Student and acknowledged as such by the School of Anaesthesia, 37 Military Hospital in writing and in compliance with relevant School of Anaesthesia, 37 Military Hospital policy.

Census Date

The date on which the Student's enrolment related requirements must be finalized in line with the School of Anaesthesia, 37 Military Hospital's important dates. A Higher Education Provider must, for each unit of study it provides or proposes to provide during a year, determine for that year, a particular date to be the Census Date for the unit. Students are

responsible for meeting the School of Anaesthesia, 37 Military Hospital's Census Date deadline.

Compassionate and Compelling Circumstances

Circumstances that are generally beyond a Student's control. These circumstances have an impact on a Student's wellbeing and/or on their ability to progress in their Courses or program.

Complaint

A Complaint is an “expression of dissatisfaction made to or about the School of Anaesthesia, 37 Military Hospital, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

Course

The basic unit of study and assessment for which a Student may be awarded a grade, and may accumulate credit units towards completion of a Program.

Decision

A determination made by an Employee, contractor or other authorized delegate in the course of their duties on behalf of the School of Anaesthesia, 37 Military Hospital.

Domestic Student

A Student who is a Ghanaian citizen.

Enrolment

The process of admitting Students to one or more Courses for the current Academic Year.

Exclusion

Prohibition from enrolling in a Course or a program for a specified period.

International Student

A Student who is from another country or a sovereign state.

Notice

A Notice from the School of Anaesthesia, 37 Military Hospital is a document, whether physical or electronic. A Notice may be: given by hand to the addressee or delivered to the address provided by the addressee to the School of Anaesthesia, 37 Military Hospital; or sent by registered or pre-paid mail to the address provided by the addressee to the School of Anaesthesia, 37 Military Hospital; or sent by electronic communication to the School of Anaesthesia, 37 Military Hospital-issued email account provided by the school.

Official Sponsor

A third party or entity, located either within Australia or overseas, who has formally contracted with the School of Anaesthesia, 37 Military Hospital to accept debts on behalf of a Student, and therefore make payments and receive refunds on behalf of a Student.

Review of Decision

A merit review of a Decision made by the School of Anaesthesia, 37 Military Hospital in relation to a Student matter where the relevant policy or procedure relating to the matter allows for a review of Decision. The Review of Decision will be undertaken in accordance with the Review of Decision Procedure.

Semester

The period of time during which instruction is provided, learning is undertaken and Assessment is carried out. There are two periods during an Academic Year known consecutively as Semester 1 and Semester 2

Student

A person who: has been Admitted or Enrolled in an Academic Program at the School of Anaesthesia, 37 Military Hospital, but has not yet graduated from the program; or has been Enrolled in a Course at the School of Anaesthesia, 37 Military Hospital but has not yet completed the Course.

Miscellaneous Student Fees, Fines and Charges

Approved School of Anaesthesia, 37 Military Hospital fees, fines and charges not directly related to a student's enrolment, but relating to the provision of services by the School of Anaesthesia, 37 Military Hospital to a student. Examples included, Residential College Fees, Library Fees and Fines, Academic Transcripts, Extension to Pay fees and Student Loan repayments.

Monies

Monies include current mediums of exchange and/or generally accepted forms of payment for current debts. Examples include, but are not limited to, cash (cheques, money orders, international drafts, and credit (or debit) card transactions, domestic and international bank transfers.

Student Account

Is a Student debtor record maintained by the School of Anaesthesia, 37 Military Hospital, in accordance with standard accounting practices, and includes upfront Student Tuition, Miscellaneous (Library and General Charges), Student Loans, Bookshop Accounts.

Student fee (s)

Includes, course monies, tuition fees, student contribution amounts, health cover and miscellaneous student fees, fines and charges as defined above.