



Policy Number	PROG007
Policy Created	
Version	5
Reviewed Date	May 2017
Next Review Date	May 2020

Refund Policy

Policy and Procedure

Purpose: This policy outlines the administrative processes for determining a student's eligibility for a refund and subsequent payment or fee adjustment.

Scope: This policy applies to all VET students at Laurels Education and Training (LET), both full paying and government supported students.

This policy also applies to members of the community, students, completing ACFE pre-accredited courses and short fee for service courses.

Policy

This policy and procedure provides all staff and students with a process to follow should a refund be required.

The following procedure ensures all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Chief Executive Officer and the following procedures are adhered to in assessing the application.

All refund information is made available to students through the enrolment process and is included in the Pre-enrolment Information.

Procedure

All 'refunds' are to be signed off by the CEO or the Administration/Compliance Manager and applications processed within fourteen (14) days of the application being placed.

Refunds due to non-delivery of course by Laurels Education and Training

Tuition fees to be refunded in full if:-

- The course does not start at the agreed starting date and the new start starting date is not reasonably acceptable to the student;
- The course stops being provided after it starts and before it is completed.
- The course is cancelled

Refunds under the above conditions will be paid in full to the student within 14 days.

LET may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, LET will not be liable to refund the money paid for the original enrolment.

Refunds based upon student application

Application for refund should be made in writing (Withdrawal Form) and should be submitted to the administration office at 229 Main Street (P O Box 309) Bacchus Marsh 3340 along with a signed Record of Withdrawal.

Refunds for withdrawal of enrolment based on extenuating circumstances can be sought for a variety of reasons, including –

- Personal;
- Medical; or
- Transportation issues impacting on ability to attend class.

The "Application for Refund" (Withdrawal Form) must state why the student is unable to continue to attend class. The decision of assessing the extenuating circumstances rests with the CEO or Administration/Compliance Manager and shall be assessed on a case by case situation.

Student fees are broken up into two components:

1. Tuition Fees
2. Resources and Amenities Fees (books, textbooks, resources, etc)

Course Not Commenced:

Once approved, refunds will be given on both Tuition and Resources. Resources must be returned in the same condition as when purchased.

Non-Attendance

A Student unable to commence the course at all, must advise the College of withdrawal at least 48 hours prior to the scheduled commencement date.

Course Commenced

Once approved, refunds will be given on Tuition only (as per the sliding scale below). Once materials (textbooks and resources) are handed to the student they are the property of the student and considered second-hand, and therefore cannot be returned or refunded. Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal.

Please note: If a student returns to class at a later date and the resources have not changed, the student may use the same resources and you will not be invoiced for resources again).

The amount of tuition that will be refunded will depend on:

- The student’s contribution to the tuition fees (e.g. some clients only contribute a small portion of tuition as they are enrolled under a Third Party Process).
- The percentage of the course content that has been delivered at the date of withdrawal.

OUTLINE OF REFUNDS	
Withdrawal 2 weeks prior to agreed start date	Full refund on tuition and materials (if materials not yet handed to student)
Course withdrawn by LET or course unable to be provided by LET	Full refund on tuition and materials (if materials not yet handed to student)
Student withdraws within the 2 weeks prior to commencement of course	\$50 administration fee to be retained by LET
Student withdraws after commencement	<p>\$50 administration fee to be retained and refund on additional amount received based on a pro-rata rate – for example:</p> <ul style="list-style-type: none"> • Student has attended 25% of course content delivered, 75% of tuition fee is refunded • Student has attended 50% of course content delivered, 50% of tuition fee is refunded • Student has attended 75% of course content delivered, 25% of tuition fee is refunded • Student has attended more than 75% of the course content, no refund on tuition fee

Appealing Refund decisions

- All students have the right to appeal a refund decision made by LET. Student wishing to access the Complaints and Appeals Procedure should contact the CEO or Administration/ Compliance Manager.
- This policy and the availability of complaints and appeals processes, does not remove the student’s right to take action under Australia’s consumer protection laws.
- LET ‘s dispute resolution processes do not remove the student’s right to pursue other legal remedies where they feel necessary.

Further Information

- If fees have been paid by a third party, then refunds will be payable to that third party.
- Any information provided to LET or that LET collects about the student (including payments and refunds) can be given to authorised State and Commonwealth Agencies.



Supporting Documentation

- Record of Withdrawal Form

Version Control and Change History

Version Number	Approval Date	Approved by	Amendment
1			New Policy
2	March 2014	Board of Directors	Outline of Refunds
3	March 2015	Board of Directors	New format
4	March 2016	Board of Directors	A number of changes to wording for more clarity.
5	25 May 2017	Board of Directors	Purpose and Scope upgraded to correctly reflect the purpose of the document