

LATROBE COLLEGE OF ART AND DESIGN

REFUNDS PP

REFUNDS POLICY

1.1 Domestic Full-time and Part-time VSL and Fee-Paying Students

Course fee tuition payments are made on a term-by-term basis. Each term is a new payment period. Students can pay their full fees by three equal instalments per term, or by deferring their fees through VET Student Loans (VSL) if they qualify. Single Subject enrolled students cannot not access VSL.

VSL is a government study loan assistance that helps the student pay for their tuition. The loan will cover approximately 80% of their fees and the rest is the Student Contribution which the student pays themselves directly to the college.

If after accepting a place in the course the student wishes to withdraw, they must do so in writing (email) or complete the S14 Deferral, Suspension, Withdrawal Application form. The college must be advised as soon as possible, and the college must receive the notice no later than on or before 5:00pm of Census Day.

If a student withdraws on or before Census Day, they will not incur a penalty or a FEE HELP debt and any monies paid will be refunded to the student, as detailed on their Acceptance Agreement Form.

If a student withdraws after Census Day, they will incur a FEE-HELP debt. Enrolment periods are for one term period only. The Student Contribution is included in the forfeited fees.

Census Day is the last date in which a student can withdraw from their course without incurring a FEE-HELP debt. Census days are approximately 3 to 4 weeks after the start of classes. Classes may start at Orientation. The Census Day for each study unit is published on the college's web site. Go to under <https://www.lcad.edu.au/policies-and-information> and locate VSL 9 Schedule of VET Tuition Fees.

LCAD will refund payments made for the term in which they have enrolled if their course is suddenly cancelled, or course commencement is postponed by more than four weeks unless they can make alternative arrangements acceptable to the student.

There are special circumstances where a student can apply to have their FEE-HELP re-credited if they withdraw after CENSUS Day. See 1.9 below.

1.2 International Students

LCAD will refund all payments made by a student if their course is cancelled or course commencement is postponed by the college more than four weeks unless they can make alternative arrangements acceptable to the student.

If after commencement the student wishes to withdraw, they must do so in writing (email). All payments for the current term enrolled in will be forfeited and all unpaid fees for the term undertaken must be completed and paid for as arranged.

General Services Fee	\$300
Tuition Fees	
Visa refused prior to course commencement	Full refund less General Services Fee
Withdrawal at least 10 weeks prior to agreed start date	Full refund less General Services Fee
Withdrawal less than 10 weeks prior to agreed start date	No refund of \$1000 deposit
Withdrawal after the agreed start date	No refund (limited to one term fees)
Visa cancelled due to actions of the student	No refund
Course withdrawn by college	Full refund
The College is unable to provide the course for which the original offer was made	Full refund
Visa extension is refused	Return of unused tuition fees less
Withdrawal from Studies	No refund of term fees. Remaining term fees or instalments to be paid.
Suspension of Studies	No refund of term fees. Remaining term fees or instalments to be paid.
Deferring enrolment before start date	No refund of \$1000 deposit. Fees paid will be applied to next elected term entry.

1.3 Single Subject students

If after commencement the student wishes to withdraw, they must do so in writing (email). All payments for the current term enrolled will be forfeited and all unpaid fees and instalments for the term undertaken must be completed and paid for as pre-arranged. Students enrolled in single subjects are deemed casual and cannot access VSL.

- In respect of the cooling off time, if the student enrolls and change their mind within 2 days of the enrolment time, then all their fees are returned to them. If the change of mind occurs after the 2-day cooling off period, then the college has the right to retain the \$250 for Single Subject General Services charge.

1.4 **REFUND & DISPUTE PROCESS**

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All Applicants must complete a S15 REFUNDS APPLICATION are to be submitted to the Course Coordinator and the following procedures followed in assessing the application. Applications must be processed within 7 working days of the application being placed.

Any dispute regarding the amount of refund payable must be documented in writing by the student and will follow the procedures outlines in the College's S27.1 COMPLAINTS ACADEMIC GRIEVANCE PP policy.

All refund information is made available to students through the enrolment process and is included in the S4 ACCEPTANCE AGREEMENT FORM, which the student signs prior to acceptance into a course of study with the college and money accepted from a student.

1.5 **REFUNDS DUE TO NON-DELIVERY OF COURSE**

Tuition Fees and General Services Fees to be refunded in full if:

- The course does not start on the agreed starting date, which is notified in the Letter of Offer.
- The course stops being provided after it starts and before it is completed. Refunded will be any unused tuition fees.
- The course is not provided fully to the student because the college is sanctioned by a regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2019 and the ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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

The College 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, the College will not be liable to refund the money owed for the original enrolment.

1.6 **APPEALING REFUND DECISIONS**

- Refer to the College's S27.1 COMPLAINTS ACADEMIC GRIEVANCE PP if you wish to appeal the Refund Policy.
- This policy and the availability of complaints and appeals processes does not remove your right to act under Australia's consumer protection laws.
- The College's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

1.7 **FURTHER INFORMATION**

- The College reserves the right to withhold any Statements of Attainments or qualifications achieved by the student if student's fees remain outstanding.
- The College will refund any monies due to the overseas student, to the student's education agent (where applicable).
- Any information that you provide to the College or that the College collects about you can be given to authorized State and Commonwealth Agencies and ESOS Assurance Fund Manager.

1.8 **APPLICATION FOR A REFUND**

- All applications for refunds must be on the S15 Refunds APPLICATION
- Enrolled students must also submit a completed S14.2 DEFERRAL, SUSPENSION, WITHDRAWAL APPLICATION
- All forms can be obtained from LCAD's administration or at under <https://www.lcad.edu.au/policies-and-information>

Refunds are generally paid within 28 working days of receiving the application and are paid directly into a nominated bank account in Australian dollars.

1.9 **RE-CREDITING OF FEE HELP Debt**

There are Special Circumstances where a students can apply to have their FEE-HELP debt re-credited. See S11.5 VSL Re-Crediting Fee Help Balance PP