

DOMESTIC TUITION FEE REFUND POLICY

Revision Number		Accountability	Dean and Principal
Policy Number		Operational Responsibility	General Manager
Date of Approval	Dec 2017	Last Reviewed	
Approval Authority	Campus Management Committee Board of Directors	Next Review	Q4 2019

OBJECTIVES

Students enter into an enrollment agreement with LCI MELBOURNE by means of a written contract. By signing this contract, students commit to attending courses for the specific length of time required for program completion. As part of this agreement, students are obliged to make a tuition payment for each trimester of their enrollment which, in certain circumstances, may be refunded to them.

This policy describes the regulations and procedures governing student refunds at LCI MELBOURNE.

SCOPE

This Student Refund Policy is applicable to all domestic enrolled students at LCI MELBOURNE; specifically those who wish to withdraw from, or have been asked to leave their programs of study.

EXCLUSIONS

There are no exclusions to this policy.

PROVISIONS

Refunds Resulting from Course Cancellation

LCI MELBOURNE will refund, within 14 days, all fees where LCI MELBOURNE cancels the course, or where the commencement of the course is postponed more than one semester.

Refunds Resulting from Student Withdrawals

A student withdrawing from a course or units of study, whether before or after the census date, should give written notice of their withdrawal, the reason/s why and any supporting documentation to the Student Support. Students wishing to alter their enrolment should complete the Student Enrolment Variation form. Students wishing to withdraw from the course entirely should complete the Notification

of Student Withdrawal form.

Withdrawal Before the Census Date

Where a student withdraws from a course prior to the census date, any upfront tuition fees already paid to LCI MELBOURNE will be refunded (refund application form required)

1) How to Apply for a Refund

A refund application is included in the Notification of Withdrawal form. Once the form is accepted for processing (see above), in accordance with the provisions of this policy on tuition fee refunds LCI MELBOURNE will, within 28 days of receipt of written notification, refund fees paid.

Students who have applied for FEE-HELP assistance will not incur a FEE-HELP debt for their current units if they withdraw before the census date.

SUPPORTING PROCEDURES

2) Cancellation of Enrolment Arising From Student Default

A cancellation fee of 100% of the current trimester fee applies where a student's enrolment is cancelled for any of the following reasons:

Failure to pay course fees;

- Failure to maintain satisfactory course progress;
- Behaviour in breach of LCI MELBOURNE's Student Code of Conduct, published on the website.

LCI MELBOURNE reserves the right to withhold granting the Award attained by the student if their fees remain outstanding. If a student wishes to appeal a decision regarding their application for a refund they should access LCI MELBOURNE's Grievance Procedures: Non-Academic Matters.

Accountable Officers

The accountable officers for the implementation and relevant training of this policy are listed below.

Policy Category		Operational		
Responsible Officer		LCI President		
Review Date		Q4 2019		
Approved by				
Campus Management Committee on behalf of the Board of Directors				
Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Academic Dean	New policy	Dec.2017	Jan 2018