

INTERNATIONAL 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 semester 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 international 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

An enrolled international 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 team. 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. Course refunds are calculated as follows:

- Where an international student withdraws before the commencement of a course, all tuition fees will be refunded in full less a withdrawal fee.
- Where an international student withdraws from a course after the course has commenced, LCI MELBOURNE will be entitled to ten weeks' notice or, in lieu of notice, the equivalent of ten weeks tuition

How to Apply for a Refund

To apply for a refund, students should complete a Student Enrolment Variation form notifying of their withdrawal from a course or specified units. A refund application is included in the withdrawal notification. In accordance with the provisions of this policy on tuition fee refunds LCI MELBOURNE will, within 28 days of receipt of written notification of withdrawal, refund fees paid.

Cancellation of Enrolment Arising From Student Default

A cancellation fee of 100% of the current semester fee applies where a student's enrolment is cancelled in one or more of the following circumstances:

- The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);
- The student withdraws from the course at the location (after the agreed starting day)
- Breach of a condition of their student visa, including failure to maintain satisfactory course progress
- Failure to pay course fees
- Behaviour in breach of LCI MELBOURNE's Student Conduct Policy, published on the website.

Cancellation of Enrolment Arising From Visa Refusal

LCI MELBOURNE agrees to refund within 28 days, and without deduction, all fees paid where the student provides certified evidence that their application for a student visa was refused by the Australian immigration authorities.

Should a student change visa status (e.g. becomes a permanent resident) full overseas student's fees will be payable for the duration of the current study period. Thereafter, if the student's new status permits them to be charged domestic student tuition fees, these will be applied.

Course Cancellation Due to Provider Default

In the unlikely event that the LCI MELBOURNE is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date regarding to all units that is unable to be delivered. The refund will be paid to you within 14 working days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course by the LCI MELBOURNE at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If LCI MELBOURNE is unable to provide a refund or place you in an alternative course, the Commonwealth Government's Tuition Protection Service (TPS) will ensure you are able to either complete your studies in another course or with another education provider or receive a refund of unspent tuition fees. Further information is available at www.tps.gov.au.

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		General Manager		
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