

POLICY

Policy	Fee Refund Policy
Policy Number	G019
Approval Authority	Board of Directors
Responsible Officer	Finance Director APAC
Operational Responsibility	Finance Director APAC
Purpose	This policy provides the framework for refund options for domestic and international students for any programs or courses offered by LCIM.
Scope	This policy applies to all current and prospective students and all LCIM accredited programs and non-accredited short courses, single units and micro-credentials.
Policy Statement	By accepting a place in any one of the LCIM programs, students enter into an enrolment agreement with LCI Melbourne by means of a written contract. By signing this contract, students commit to attending units 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 enrolment which, in certain circumstances, may be refunded to them. This policy describes the regulations governing student refunds at LCI Melbourne.
Policy	<p>LCIM provides a framework for the cancellation and refund conditions for nationally accredited programs as follows:</p> <p>Domestic Students</p> <p>Refunds Resulting from Student Withdrawals A student withdrawing from 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 Experience Manager. 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. Both forms are available from the Student Experience Team.</p> <p>Students can withdraw from the program or units prior to each trimester's census date (3 weeks after commencement of the study period) and the fees for that study period will be withdrawn minus an administration fee of up to \$250 AUD.</p> <p>Domestic students also have the options to defer a place on acceptance of a letter of offer, take leave of absence for a period, reduce study load and take their studies part time.</p> <p>International Students</p> <p>International students are bound by their Visa regulations and must fulfil their study commitment based on their legal obligations.</p> <p>On commencement at LCIM International students are required to provide upfront two trimesters of fees to secure their place. This is a security fund retained by LCIM. After the first two trimesters all International students are required to provide each trimesters' fees in advance before classes commence.</p> <p>If international students wish to cancel their enrolment with LCIM after commencement of the program the following applies:</p>

- If students advise of withdraw prior to the first 21 days of a trimester an Administration Fee of 10% of the tuition fee paid for the relevant study period will be retained.
- Within the six months of study and after 21 days of trimester commencing the full amount of up-front fees are retained by LCIM
- After two trimesters of study, and after 21 days of each subsequent trimester commencing the full amount paid per trimester of up-front fees are retained by LCIM

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 in one or more of the following circumstances:

- Breach of a condition of their student visa, including failure to maintain satisfactory program progress
- Failure to pay program fees
- Behaviour in breach of LCIM's Code of Conduct

Cancellation of enrolment arising from Visa refusal

LCIM agrees to refund within 30 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 (eg 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.

Refunds Resulting from Accredited Program Cancellation

As per the LCIM Transition and Teach out Policy; LCI Melbourne is committed to maintaining a program offering within its Scope of Registration. Further, LCIM has a commitment to ensure that students are not disadvantaged and are appropriately transitioned to a suitable alternative if a program is superseded or discontinued.

In the unlikely event that LCIM cannot provide a suitable alternative to a cancelled program of offer, LCI Melbourne will refund all fees paid for those units that are unable to be delivered where LCI Melbourne cancels the program, or where the commencement of the program is postponed more than one trimester. The refund will be paid to the student within 30 working days of the day on which the program ceased

Cancellation fees for short courses, single units or micro-credentials

- Deposits are non-refundable for students who withdraw from non-accredited programs/courses including short courses, single units or micro-credentials
- 100% of the relevant study period tuition fee (minus deposit) will be refunded if formal notice is given 7 days prior to program commencement
- Once non-accredited courses are commenced and up to 7 days prior LCIM will retain 100% of the fee charged
- Prepaid fees are transferable to another program prior to the commencement of classes but not once classes have commenced
- Non-accredited short programs and workshops are subject to minimum numbers. If minimum numbers are not met, a full refund will apply.

Exceptional Circumstances

	<p>LCIM will consider a refund for units in the event an enrolled student of LCIM within the previous 12 months has paid tuition fees upfront or deferred tuition fees to FEE-HELP and the census date has passed, and because of exceptional circumstances the student withdrew or deferred their enrolment (partially or in full) before the last teaching date of the study period.</p> <p>In requesting to re-credit FEE-HELP/tuition fee refund, a student must provide relevant and appropriate evidence that they were unable to complete the unit(s) due to exceptional circumstances within the applicable time limits as outlined in the Commonwealth Government Fee Help Guidelines</p> <p>The decision to approve or not approve a re-credit FEE-HELP/ tuition refund application will be considered principally on the basis of independent supporting documentation. It is the student's responsibility to ensure all relevant documentation is provided.</p> <p>LCIM reserves the right to validate any documentation supplied to support the claim.</p> <p>Fees may be transferable to another LCIM program if exceptional circumstances apply. A request must be made in writing and include documentary evidence to support the claim. Applications will be considered on an individual basis, at the discretion of the Dean and Principal.</p> <p>Scholarships Scholarships awarded by LCIM are valid for redemption for 12 months from date of issue and are not redeemable for cash under any circumstances. Scholarships are not transferable to other students.</p> <p>LCIM reserves the right to:</p> <ul style="list-style-type: none"> ▪ Offer students a new / alternate program if the qualification has been updated or superseded ▪ Offer, run or withdraw a program ▪ Alter the times or dates for the whole or any part of a program ▪ Offer alternative delivery modes ▪ Renegotiate or merge programs if they fall below the minimum of 10 full-time students in a single class <p>Tuition fees are not transferable to another student or another institution.</p> <p>This policy and the availability of internal grievance and appeals processes do not remove the right of a student to take action under Australia's Consumer protection laws or to pursue other legal action.</p>
Relevant Legislation and Guidelines	<ul style="list-style-type: none"> ▪ Higher Education Standards Framework (Threshold Standards) 2021 ▪ 2016 Higher Education Support Act (2003) ▪ Education Services for Overseas Students Act 2000 (ESOS) ▪ Commonwealth Register of International Courses for Overseas Students (CRICOS) ▪ Commonwealth Government Fee Help Guidelines ▪ Education Services for Overseas Students Act 2000 (ESOS) ▪ Privacy Act (Cwlth) 1988 ▪ Information Privacy Act 2000 (Victoria)
Key Related Documents	<p>Refund Procedure Transition and Teach-Out Policy and Procedure Student Enrolment Variation form Notification of Student Withdrawal form LCIM Code of Conduct</p>
Date Approved	14 th October 2021

Date of Commencement	14 th October 2021		
Date for Review	Q3 2023		
Documents superseded by this Policy	LCI Domestic Fee Refund Policy 2017 LCI International Fee Refund Policy 2017		
Amendment History	Changed to Policy and Procedure Additional information added to superseded policy		
Signed and dated for LCIM	Professor Warren Bebbington	MTG3 2021 BoD minutes	14 th October 2021

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Policy/Procedure Category	Governance
Responsible Officer	Dean and Principal
Stakeholders	Board of Directors Leadership Team Academic Staff Professional Staff Students
Review Date	M3 2021
Approved by Board of Directors 14 th October 2021	
Change and Version Control	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Dean and Principal	Updated Policy and separate procedure	14 th October 2021	14 th October 2021