

PROCEDURE

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| Procedure | Fee Refund Procedure |
| Procedure Number | G019 |
| Approval Authority | Board of Directors |
| Responsible Officer | Finance Director APAC |
| Operational Responsibility | Finance Director APAC |
| Purpose | This Procedure provides the framework for refund options for domestic and international students for any programs or courses offered by LCIM. |
| Scope | This Procedure applies to all current and prospective students and all LCIM accredited programs and non-accredited short courses, single units and micro-credentials. |
| Procedure 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 Procedure describes the regulations governing student refunds at LCI Melbourne. |
| Procedure | <p>LCIM provides a framework for the refund conditions for nationally accredited programs as follows:</p> <p>Domestic Students</p> <p>Refunds Resulting from student withdrawals from accredited programs A student withdrawing from units of study, whether before or after the census date is required to:</p> <ul style="list-style-type: none"> ▪ give written notice of their withdrawal, the reason/s why and any supporting documentation to the Student Experience Manager. <p>Students wishing to alter their enrolment should:</p> <ul style="list-style-type: none"> ▪ complete the Student Enrolment Variation form. <p>Students wishing to withdraw from the program entirely should complete:</p> <ul style="list-style-type: none"> ▪ the Notification of Student Withdrawal Form. <p>If a student enrolled in any program does not advise LCIM of their intention to withdrawal in writing, the tuition fee liability will remain. Both forms are available from the Student Experience Team.</p> <p>Once the form with supporting documentation is received by the Student Experience Manager it is assessed for refund validity. If the request for refund falls within the remit of this policy and procedure, the withdraw is processed and request is made to LCI Finance to process the refund payment.</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>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. The unit/program withdraw will be documented on the student's transcript.</p> |

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| | <p>Students requesting a refund after census date are required to:</p> <ul style="list-style-type: none"> ▪ give written notice of the reason/s why and any supporting documentation to the Student Experience Manager. ▪ Students are required to address the exceptional circumstance guidelines Commonwealth Government Fee Help Guidelines ▪ The Student Experience Manager will assess the request and provide a report to the Dean and Principal within 14 days ▪ The Dean and Principal will investigate the request and may ask for further evidence or supporting documentation. If the request for refund is supported, LCIM. Will process a request for FEE-HELP refund to the Department of Education ▪ If the request for refund is not supported, LCIM will provide a written report to the student with the reasons why. ▪ Fees may be transferable to another LCIM program if exceptional circumstances apply. <p>Applications for fee help refunds after census date will be considered on an individual basis, at the discretion of the Dean and Principal.</p> <p>Non-Accredited Courses/Programs Short Course Terms and Conditions</p> <p>Payment</p> <ul style="list-style-type: none"> ▪ For individuals, the course fee is payable at the time of enrolment ▪ For organisations, LCIM will issue an invoice when the purchase order or letter of authority is received by LCI Finance. The invoice must be paid in full either within seven days of the invoice date or prior to course commencement, whichever comes first. <p>Transfers</p> <ul style="list-style-type: none"> ▪ Participants are permitted to transfer to another available course at no cost, provided they make a request at least 14 days before the course starts. ▪ Changes to enrolments will not be permitted, including transfers, after the course starts <p>Refunds Resulting from student withdrawals from non- accredited programs A student withdrawing from units of study of a non-accredited program/course are required to:</p> <ul style="list-style-type: none"> ▪ give written notice of their withdrawal, the reason/s why and any supporting documentation to the Student Experience Manager. <p>Students wishing to alter their enrolment should:</p> <ul style="list-style-type: none"> ▪ complete the Student Enrolment Variation form. <p>Students wishing to withdraw from the course entirely should complete:</p> <ul style="list-style-type: none"> ▪ the Notification of Student Withdrawal Form. <p>Both forms are available from the Student Experience Team.</p> <p>If a student enrolled in any program does not advise LCIM of their intention to withdrawal in writing, the tuition fee liability will remain.</p> <p>A participant withdrawing from a non-accredited course should:</p> <ul style="list-style-type: none"> ▪ Give written notice of their withdrawal at least 7 days prior to the commencement of the course ▪ The reason/s why and any supporting documentation should be provided in writing to the Student Experience Manager ▪ Where a participant withdraws from a course prior to 7 days before commencement of the course, any upfront fees already paid to LCI |
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| | <p>Melbourne will be refunded minus deposit (refund application form required)</p> <ul style="list-style-type: none"> ▪ No refunds will be given in the case of non-attendance. ▪ No refunds will be given if the student withdraws within 7 days of the course start date. <p>Once the form with supporting documentation is received by the Student Experience Manager it is assessed for refund validity. If the request for refund falls within the remit of this policy and procedure, the withdraw is processed and request is made to LCI Finance to process the refund payment.</p> <p>Students can withdraw from the program or units up to 7 days prior to commencement and the fees for that study period will be refunded minus deposit fee or 10% of tuition charge, whichever is greater.</p> <p>International Student Refund Procedure</p> <p>To apply for a refund, international students should complete a Student Enrolment Variation form notifying of their withdrawal from a program or specified units. A refund application is included in the withdrawal notification. In accordance with the provisions of this policy LCIM and in accordance with the provision of the ESOS Act 2000 and ESOS Regulations on fee refunds LCIM will, within 30 days of receipt of written notification of withdrawal, refund fees paid.</p> <p>If an International student enrolled in any program does not advise LCIM of their intention to withdrawal in writing, the tuition fee liability will remain.</p> <p>If LCIM is unable to provide a refund or place an international student in an alternative program, the Commonwealth Government's Tuition Protection Service (TPS) will ensure that students are able to either complete their studies in another program or with another education provider, or receive a refund of unspent tuition fees. Further information is available at www.tps.gov.au.</p> <p>.</p> <p>Cancellation of enrolment arising from student default</p> <p>A cancellation fee of 100% of the current trimester fee will be processed where a student's enrolment is cancelled for any of the following reasons:</p> <ul style="list-style-type: none"> ▪ Failure to pay course fees ▪ Failure to maintain satisfactory course progress; ▪ Behaviour in breach of LCI Melbourne's Code of Conduct <p>Refunds Resulting from Course Cancellation</p> <p>LCI Melbourne will refund, within 30 days, all fees where LCIM cancels the program/course, or where the commencement of the course is postponed more than one trimester.</p> <p>Tuition fees are not transferable to another student or another institution.</p> <p>Outstanding Fees:</p> <ul style="list-style-type: none"> ▪ LCI Melbourne reserves the right to withhold granting the Award attained by the student if their fees remain outstanding. ▪ The appropriate debt recovery actions will be enforced for any outstanding fees <p>If a student wishes to appeal a decision regarding their application for a refund, they should access LCI Melbourne's Non-Academic Grievance Procedure</p> <p>This Procedure 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> |
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| 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 | Fee Refund Policy Transition and Teach-Out Policy and Procedure Student Enrolment Variation form Notification of Student Withdrawal form LCIM Code of Conduct Non-Academic Grievance Policy and Procedure | | |
| Date Approved | 14 th October 2021 | | |
| Date of Commencement | 14 th October 2021 | | |
| Date for Review | Q3 2023 | | |
| Documents superseded by this Procedure | International_Fee_Refund_Policy 2017 LCI_Domestic_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 PROCEDURE REGISTER | |
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| 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: Policy and Procedure split out separate. LCI_International_Fee_Refund_Policy and LCI_Domestic_Fee_Refund_Policy combined | |

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