

Fee Refund Policy

Date of Approval by Governing Board: 5th April 2016

Date of review: April '19

1. Purpose

1.1 Leaders Institute (LI) is committed to ensuring that fair and equitable policies and procedures are in place regarding payment of any monies to LI.

1.2 To provide students with an understanding of when, how and in what amount their fees will be refunded by LI

2. Principles

2.1 LI acknowledges that it is bound by Commonwealth Legislation and regulations governing the operations of LI including refunds of tuition fees.

2.2 LI complies with the relevant sections of the Higher Education Support Act 2003 (HESA), Higher Education Standards Framework (Threshold Standards) 2015 (HESF), the *Education Services for Overseas Students Act 2000 (ESOS Act)*, *Education Services for Overseas Students Regulations (2001)* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*.

2.3 LI provides students with an understanding of when, how and in what amount their fees will be refunded.

3. Roles and Responsibility

3.1 The CEO is responsible to ensure that the fee schedule is regularly reviewed and updated across all courses offered by LI.

3.2 The Registrar or delegated authority is responsible to ensure that accurate information is provided to students including marketing material, the website and official communication such as offer letters.

3.3 Current and prospective students are responsible to ensure that they read and understand the fee schedules provided during the enrolment process.

4. Scope

4.1 This policy is applicable to all current and prospective students of LI.

4.2 The policy should be read in conjunction with the following documents:

- *Refund Procedures*
- *Student Offer Letter*
- *Review Re-Credit Fee-Help Balance Policy*
- *Review Re-Credit Fee-Help Balance Procedures*
- *Tuition Assurance Policy*
- *Tuition Assurance Procedures*

Fee Refund Procedure

1. Context

1.1 Leaders Institute (LI) is committed to ensuring that fair and equitable policies and procedures are in place regarding payment of monies to LI.

1.2 LI is bound by and accepts the responsibility of Commonwealth governing the operations of LI including refunds of tuition fees.

1.3 To provide students with an understanding of when, how and in what amount their fees will be refunded by LI.

2. Definitions

- Domestic Student means a student who is one of the following:
 - an Australian citizen (including Australian citizens with dual citizenship) or
 - a New Zealand citizen or
 - a permanent humanitarian visa holder or
 - a holder of a permanent visa other than a permanent humanitarian visa.
- Enrolment period means a semester or session where appropriate.
- FEE-HELP means a loan that helps eligible fee-paying students pay their tuition fees at the Institute.
- Fees includes all fees, fines and charges payable as specified in the Schedule of Fees.
- HECS-HELP means a loan that helps eligible Commonwealth supported students to pay their student contribution.
- Higher Education Loan Programme (HELP) means a loan programme to help eligible students pay tuition fees (FEE-HELP).
- Student contribution means the contribution that Commonwealth supported students make towards the cost of their education.

3. Procedures

Students of LI who wish to withdraw from a unit of study or course of study, must do so in writing using the 'Course Withdrawal and Refund Form' which is available from LI staff or LI website.

Leaders Institute has a **non-refundable fee component** which is reflected on its registration form at the time of enrollment and is clearly defined and identified in the student written agreement.

Where LI deems a student is in default LI will issue a written notice of intention to cancel the student's enrolment. The notice will include reasons and will inform the student of their right to appeal.

3.1 Refunds - Students Who Are Eligible For FEE-HELP Assistance

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the unit of study) who are enrolled in a FEE-HELP approved course offered by LI.

In the event of a student withdrawing from a unit of study on or before the census date for that unit of study:

- 100% of any tuition fees paid by the student for that unit will be refunded to the student; and
- the student will not incur a FEE-HELP debt

In the event of a student withdrawing from a unit of study after census date for that unit of study:

- No refund is applicable; and
- The student will incur a FEE-HELP debt.

3.2 Refunds - Students Who Are Not Eligible for FEE-HELP Assistance

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who reside in Australia for the duration of the unit of study) and New Zealand citizens enrolled in a FEE-HELP approved course offered by LI.

In the event of a student withdrawing from a unit of study on or before the census date for that unit of study;

- Tuition fees paid by the student for that unit will be refunded to the student less the non-refundable component and enrolment fee of those tuition fees.

In the event of a student withdrawing from a unit of study after census date for that unit of study;

- No refund is applicable.

3.3 Refunds - International Students

This section outlines the refund process for international students.

The non-refundable tuition fee component and application fee are non-refundable.

An international student will receive a refund of tuition fees in full where:

- the student's visa application is refused; or
- the student is unable to commence their course because of a serious and prolonged illness, disability or death of an immediate family member; or
- the offer of a place is withdrawn by LI; or
- the course which was applied for ceases to be offered by LI.

An international student who defaults is not eligible to a refund of tuition or other fees. A student defaults when the student has:

- supplied fraudulent, forged or deliberately misleading information and/or documentation to LI; or
- had their enrolment cancelled due to either academic or behavioural misconduct during the semester in which the misconduct occurred; or
- failed to notify their request for refund within 90 days of the end of the semester in which the tuition fee was applicable; or
- had their Confirmation of Enrolment (CoE) cancelled due to non-commencement of studies, lack of academic progress, failure to attend the required classes or other reasons within the student's control; or
- submitted the request for withdrawal from unit(s) after the census date.

When a student is enrolled in a package course and has not yet commenced their principal course, a refund will not be available on any deposit or advance payment of tuition fees for their principal course.

Exceptional Circumstances

A refund may be granted to a student who makes changes to, or withdraws from a unit, after the census date, provided evidence is supplied that the student had ceased attendance by the census date, and was unable to notify LI for reasons beyond his or her control.

An application for a refund after census date will only be considered where LI is satisfied that the circumstances were:

- beyond the student's control; and
- did not make their full impact on the student until on or after the census date; and
- such that it made it impracticable for the student to complete the unit(s) of study requirements.

Refund Schedule

If the international student is eligible for a refund and withdraws prior to the commencement of a course, the following refund schedule applies:

- If the request for withdrawal is received 28 days or more before the commencement of the course, 90% of pre-paid tuition fees will be refunded.
- If the request for withdrawal is received less than 28 days before the commencement of the course, 75% of pre-paid tuition fees will be refunded.

If the international student is eligible for a refund and withdraws after the commencement of a course, the following refund schedule applies:

- If the request for withdrawal is received prior to the census date of the course, 50% of pre-paid tuition fees will be refunded.
- If the request for withdrawal is received after the census date of the course, 0% of pre-paid tuition fees will be refunded.

Payment of Tuition Fees

International students are required to pay tuition fees prior to the commencement of studies. If, after the census date, a student's tuition fees are not paid, or the student has not made alternate arrangements, then the student will be notified of LI's intention to report them to the Department of Home Affairs.

Package Courses

For a package course, the initial course may be offered by the business partner but the principal course must be with LI. International students taking package courses are required to pay the first semester's fees for both the initial course and the principal course of their package.

For package courses the refund of fees for the principal course (which must be with LI) will be governed by this refund policy.

4. Payment of refunds by LI

In the event of a student withdrawing from a unit of study, any fees paid by the student for that unit of study, will be refunded by LI within 28 days of a written claim being received.

5. Refund of Overseas Student Health Cover (OSHC)

A Student may apply for a refund of the paid but unexpired portion of their OSHC premium where the student:

- paid their OSHC premium but did not come to Australia;
- could not/did not extend their Student Visa;
- returned to their home country before the end of their approved stay for reasons beyond their control;
- has completed their studies at the LI and are returning home; or
- has been granted Permanent Resident status in Australia.

Where monies for OSHC are held by LI, the refund will be processed by LI.

6. Special Circumstances

A student who withdraws after the census date for a unit of study may apply for special consideration in line with the Procedures for Review and Re-crediting a FEE-HELP Balance.

Release Date	9 th Nov '18
Authorised By	CEO
Review Date	April '19