

1. Purpose

The purposes are:

- (a) to set out the circumstances in which you are entitled to a refund of fees paid by you for your Course; and
- (b) to provide you with guidelines for applying for a refund of fees that comply with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the relevant legislation
- (c) to demonstrate how fees paid in advance are protected

2. Scope

The provisions for Refunds in this Policy cover all students (international and domestic include local and SVTS students).

The provisions for Protection of Pre-Paid Fees cover only:

- (a) international students and those domestic students who are accessing VET Student Loan (VSL) and government funding students when
- (b) the student has paid more than \$1,500 in advance.

There are different provisions in this Policy for each category of student. You should check that the provisions cover you.

Note: This Policy must be read in conjunction with ALACC's Transfer/Release Policy and ALACC's Withdrawal Policy. The statutory requirements for non-transfer until after the first 6 months of the Principal Course affects the entitlement for refunds for many Courses and many international students.

3. Definitions

- “You” and “your” refers to the Student.
- “ALACC” refers to Australasian Lawrence Aged Care College Pty Ltd, its assigns and successors.
- Terms that are defined in the Letter of Offer and the Agreement between you and ALACC have the same meaning in this Policy.
- Census Date is the last day that you can withdraw from a Course and:
 - receive a refund of pre-paid fees (international & VSL students only); and
 - not be liable to pay the full tuition fee for the Course (VSL students only).
- “Census Date” is relevant only to students accessing a VSL and is the last day the Student can withdraw from a course, or a part of a course (e.g. unit) without incurring a debt for the course or part of the course. The census date for your particular course/part of course can be found on the ALACC website
<https://www.alacchealth.edu.au/information-for-vet-student-loans/>

4. Procedure & Process

4.1 Student Visa is refused (this applies to international students only):

- a. If you do not have a valid Student Visa by the Commencement Date (either it is refused or not issued yet)
 - i. you must:
 - A. notify ALACC in writing no later than 14 days after Commencement Date; and
 - B. provide ALACC with evidence that you have lodged your visa application; and
 - C. if your visa has been refused, provide written evidence of the decision.
 - ii. On receipt of notice under A above, ALACC will contact you to arrange for:
 - extension of your CoE.
 - a later Commencement Date; &/or
 - your enrolment in a rescheduled Course
 - iii. If the requirements in paragraphs B & C above are met, and you decide to withdraw completely (i.e., you do not extend your CoE, or start on a later Commencement Date, or enrol in a rescheduled Course), ALACC will refund you all Course Fees paid by you about the Course minus the lesser of:
 - 5% of the Course Fees paid by you before the Visa refusal day and/or
 - \$500

4.2 Withdrawal for reasons other than non-issue of Visa

- a. This paragraph 2(a) applies if you **are not** receiving a VSL. It applies to students who are:
 - on-shore international;
 - off-shore international;
 - domestic non-VSL, including other government funding or
 - sponsored by an organisation or patron.

If you withdraw from the Course for a reason other than refusal of your visa:

- i. We will refund 70% of the Tuition Fee you paid no later than 28 days before the commencement date.
 - ii. Between 14 days and 27 days before the Commencement Date, we will refund 30% of the Tuition Fee you paid.
 - iii. We will refund you no later than 13 days before the commencement date, and you will be liable to pay the tuition fee for the entire semester.
- b. This paragraph 2(b) applies if you **receive** a VSL.
 - i. If you withdraw from the Course **before** the Census Date for any reason, we will refund all pre-paid Tuition Fees.
 - ii. If you withdraw from the Course **after** the Census Date for any reason, we will not refund pre-paid Fees, and you will be liable to pay the full Tuition Fee for the semester.

Note: **Refunds of Tuition Fees do not include refunds of Administration Fees or unused Materials costs.**

4.3 The Course is not delivered at the scheduled time

If ALACC is unable to deliver your Course during the expected time, ALACC will offer you:

- an alternative course; &/or
- a rescheduled time for the Course; and

ALACC will reallocate you to a rescheduled &/or alternative Course. If you are an international student, ALACC will also extend your CoE.

4.4 Tuition Protection Service (TPS)

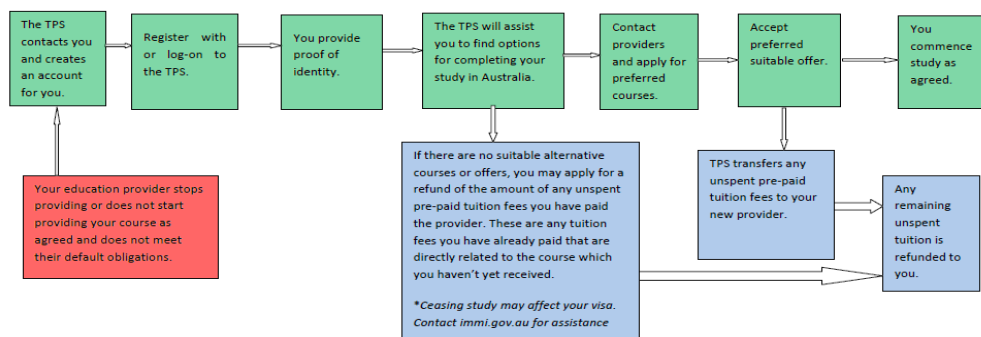
In the unlikely event that ALACC cannot deliver the course at all, you will have access to the TPS if you are an international student or are receiving a VSL.

The TPS is an initiative of the Australian government to which ALACC subscribes. TPS assists international and domestic students in accessing a VSL if ALACC cannot deliver your course fully. The TPS ensures that these students can either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (international students) or a re-credit of their loan for open units of study (VSL).

The diagram below sets out how the TPS works. It is a guide only. For the most up-to-date, accurate information, you should visit www.tps.gov.au or access the TPS brochure. [Are you an international student studying in Australia on a student visa?](#)

The TPS overview – how does it work for international students?



Note: No refunds will be made for completed components of courses, including online components.

4.5 Applying for a refund

Refund applications must be made on the ALACC Application for Refund Form (the Form), which is available on the ALACC website in the “forms” section.

The Form must be lodged online no later than 12 months after you have ceased attendance at your Course or, if you do not commence the Course, 12 months after Commencement Date.

All sections of the Form must be completed, and all required documentary evidence must accompany the Form. Only completed Forms with all necessary documentation will be assessed. Incomplete Forms or missing documentation will cause delays.

4.6 Assessing an application for a refund

Applications for Refunds will be assessed within 14 days of ALACC receiving the completed Form and all documentation. You will be notified in writing as soon as practicable of the decision to approve or refuse the application.

If the application is approved, the refund, as calculated by this Policy, will be paid within four (4) weeks of the approval notice being issued. The refund will be paid into your nominated bank account.

4.7 Appealing a decision to refuse a refund

If your application for a refund is refused, you may appeal the decision within 20 days of receiving the notice of refusal (cut-off **date**).

Appeals must be made on the ALACC Complaints and Appeal Form (**the Appeal Form**) available on the ALACC website in the “forms “section. The Appeal Form must be lodged online and be accompanied by all required documentation. Only completed Appeal Forms with all necessary documentation will be accepted. Incomplete Appeal Forms or missing documentation will cause delays in the appeal process and, if not remedied before the cut-off date, will result in your appeal application being out of time and rejected.

Appeals will be assessed independently by the Complaints and Appeals Policy. You will be notified of the outcome of the appeal within 21 days of lodgement of the completed Appeal Form with all necessary documentation.

4.8 No barriers

ALACC complies with the VET Student Loans Rules 2016 and

- (a) has no financial, administrative or other barriers to the post-census date withdrawal for Students accessing VSL; and
- (b) If a Student has withdrawn, ALACC will not enrol that Student in an approved course or a part of an approved course without the Student's written permission (which must be given after the withdrawal).

5. Acts/Legislation/Guidelines

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Tuition Assurance Scheme
- VET Student Loans Rules 2016
- Department of Jobs, Skills, Industry and Regions
- ESOS Act 2000
- ASQA Standards 2015

6. Supporting Documents/Related Policies

- Transfer/Release Policy
- Complaints and Appeals Process



- Withdrawal Policy

7. Record Keeping/Evidence

ALACC will record the details of applications for refunds, the approval or refusal, and appeals (if any) on your student file, these records include:

- Application for refund
- Minutes of meeting with student/staff
- Outcome of application
- Outcome of appeal (if any)
- All supporting documentation
- All correspondence
- Appeal (if any)

8. Non-Compliance

ALACC will not consider any application for refund that does not comply with this Refund Policy. If ALACC fails to comply with this Policy, you may access the Complaints and Appeals Policy.

9. Documentation Control

Policy:	Refund Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	January 2023
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