



## Refund Policy

### 1. Purpose

This policy aims to:

- Clearly outline the circumstances under which you may be entitled to a refund of fees paid for your course;
- Provide clear guidelines on how to apply for a refund, ensuring compliance with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, the *Standards for RTOs 2025*, and other relevant legislation;
- Demonstrate how fees paid in advance are protected, in accordance with legislative and regulatory requirements, to ensure transparency and student confidence.

### 2. Scope

This policy applies to all students — international, domestic, and government-funded (including Skills First [SVTS] funded students).

- The **Refund** provisions in this policy apply to all students.
- The **Protection of Pre-Paid Fees** provisions apply specifically to:
  - (a) International students; and
  - (b) Domestic students accessing VET Student Loans (VSL) or government funding where the student has paid more than \$1,500 in advance.

Different provisions apply depending on the category of student. Students must ensure they refer to the sections relevant to their enrolment type.

#### Important:

This policy must be read in conjunction with ALACC's **Transfer/Release Policy** and **Withdrawal Policy**. Statutory requirements, including restrictions on transferring between providers within the first six months of the principal course, may affect eligibility for refunds for many courses, particularly for international students.



### 3. Definitions

- “**You**” and “**your**” refer to the student.
- “**ALACC**” refers to Australasian Lawrence Aged Care College Pty Ltd, including its assigns and successors.
- Terms defined in the **Letter of Offer** and the **Agreement** between you and ALACC hold the same meanings in this policy.
- **Census Date** refers to the last day you can withdraw from a course (or part of a course) and:
  - (a) Receive a refund of pre-paid fees (for international and VSL students); and/or
  - (b) Not be liable for the full tuition fee (for VET Student Loan [VSL] students only).

**Note:** The Census Date is relevant only to students accessing a VET Student Loan. It is the final date by which a student may withdraw from a course (or a part of a course, such as a unit) without incurring a loan debt. The specific Census Date applicable to your course or unit can be found on the ALACC website: [ALACC VET Student Loans Information](#).

### 4. Procedure and Process

#### 4.1 Student Visa Refused (International Students Only)

If you do not hold a valid Student Visa by the Commencement Date — either because the visa is refused or not yet issued — the following applies:

- You must:
  - (a) Notify ALACC **in writing** no later than **14 days after** the Commencement Date;
  - (b) Provide ALACC with evidence that you lodged your Student Visa application; and
  - (c) If your visa was refused, provide **official written evidence** of the visa refusal decision.
- Upon receipt of your written notice and supporting evidence, ALACC will offer you the option to:
  - Extend your Confirmation of Enrolment (CoE);
  - Defer to a later Commencement Date; or
  - Enrol in a rescheduled course.



- If you meet the requirements above but **choose to withdraw** completely (i.e., you do not extend your CoE, commence on a later date, or enrol in a rescheduled course), ALACC will refund all course fees paid, **minus the lesser of:**
  - 5% of the course fees paid before the visa refusal day; or
  - \$500.

## 4.2 Withdrawal for Reasons Other Than Visa Refusal

### 4.2.1 Students Not Accessing a VET Student Loan (VSL)

This section applies to students who are:

- Onshore international students;
- Offshore international students;
- Domestic students not accessing a VET Student Loan (including students accessing other government funding); or
- Students sponsored by an organisation or patron.

If you withdraw from your course for any reason other than a visa refusal:

- Withdrawal **28 days or more** before the Commencement Date: **70% refund** of tuition fees paid.
- Withdrawal **between 14 and 27 days** before the Commencement Date: **30% refund** of tuition fees paid.
- Withdrawal **13 days or less** before the Commencement Date: **No refund**; you will be liable for the full tuition fee for the semester.

### 4.2.2 Students Accessing a VET Student Loan (VSL)

This section applies to students accessing a VET Student Loan.

- Withdrawal **before the Census Date**: A full refund of any pre-paid tuition fees will be provided.
- Withdrawal **after the Census Date**: No refund of pre-paid tuition fees will be made, and you will be liable for the full tuition fee for the semester.

**Important Note:** Refunds of tuition fees do not include refunds of administration fees or unused materials costs.

### 4.3 Course Not Delivered at the Scheduled Time

If ALACC is unable to deliver your course at the scheduled time, ALACC will offer you the option of:

- An alternative course; or
- A rescheduled commencement date for the course.

You will be reallocated to the rescheduled or alternative course at no additional cost.

If you are an international student, ALACC will also extend your Confirmation of Enrolment (CoE) to reflect the revised study schedule.

### 4.4 Tuition Protection Service (TPS)

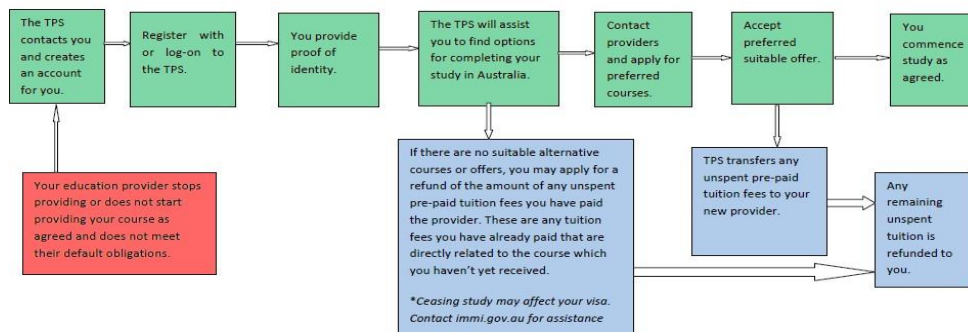
In the unlikely event that ALACC cannot deliver the course at all, you will have access to the TPS if you are an international student or are receiving a VSL.

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](http://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

To apply for a refund, you must:

- Complete the **ALACC Application for Refund Form** (available on the ALACC website under the "Forms" section).
- Lodge the completed form **online** no later than:
  - 12 months after you have ceased attending your course; or
  - 12 months after the original Commencement Date if you did not commence the course.

### Important:

All sections of the form must be completed, and all required supporting documentation must be attached.

Only fully completed applications with all necessary documentation will be assessed. Incomplete forms or missing documentation will cause delays in processing your refund application.

## 4.6 Assessing an Application for a Refund

- Refund applications will be assessed within **14 days** of ALACC receiving the completed form and all required documentation.
- You will be notified **in writing** of the decision to approve or refuse the application as soon as practicable.

If your application is approved:

- The refund will be calculated in accordance with this policy.
- Payment will be made to your nominated bank account **within four (4) weeks** of the approval notice being issued.

## 4.7 Appealing a Decision to Refuse a Refund

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

To appeal:

- You must complete the **ALACC Complaints and Appeals Form** (available on the ALACC website under the "Forms" section).
- The Appeal Form must be lodged **online** and accompanied by all required supporting documentation.



**Important:**

Only completed Appeal Forms with all necessary documentation will be accepted. Incomplete Appeal Forms, or those missing documentation, may cause delays.

If missing information is not provided before the cut-off date, your appeal may be deemed **out of time** and rejected.

Appeals will be assessed **independently** in accordance with ALACC's Complaints and Appeals Policy.

You will be notified in writing of the outcome within **21 days** of lodging a complete appeal.

## 4.8 No Barriers

ALACC complies with the VET Student Loans Rules 2016 and ensures that:

- (a) There are no financial, administrative, or other barriers to a student's withdrawal from a course or part of a course after the Census Date for students accessing a VET Student Loan (VSL); and
- (b) If a student withdraws, ALACC will not re-enrol the student into any approved course or part of a course without first obtaining the student's written permission, which must be provided after the withdrawal has occurred.

## 5. Acts / Legislation / Guidelines

This policy is informed by the following legislation and regulatory standards:

- *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018)
- *Education Services for Overseas Students (ESOS) Act 2000*
- *VET Student Loans Rules 2016*
- *Tuition Protection Service (TPS)*
- *Standards for RTOs 2025* (replacing ASQA Standards 2015)
- *Department of Jobs, Skills, Industry and Regions* (Victoria)



## 6. Supporting Documents / Related Policies

This policy must be read in conjunction with:

- Transfer/Release Policy
- Complaints and Appeals Policy
- Withdrawal Policy

## 7. Record Keeping / Evidence

ALACC maintains comprehensive records for all refund applications, including:

- Application for Refund forms;
- All supporting documentation;
- Minutes of meetings between students and staff (if applicable);
- All correspondence relating to the refund application;
- Decision outcomes (approval or refusal);
- Appeals lodged (if any);
- Outcomes of appeals (if any).

Records are retained securely on the student's file in accordance with ALACC's record management and privacy policies.

## 8. Non-Compliance

- ALACC will not consider any refund application that does not comply with this Refund Policy.
- If ALACC fails to apply this policy correctly, students may seek a review under the **Complaints and Appeals Policy**.



## 9. Document 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:	April 2025
Version:	2025.1
Next review:	April 2027
Summary of changes:	The Refund Policy was revised to improve clarity, correct minor errors, and ensure compliance with the Standards for RTOs 2025, National Code 2018, ESOS Act, and VET Student Loans Rules 2016. Language was formalized, deadlines and processes were clearly stated, and formatting was improved for easier reading. References were updated, and record-keeping requirements were strengthened to meet regulatory standards.