



Refund Policy

1. Purpose

This policy aims to:

- Clearly outline the circumstances under which students may be entitled to a refund of fees paid for their course;
- Provide clear guidelines on how to apply for a refund;
- Ensure transparency, fairness, and compliance with relevant legislative and regulatory requirements;
- Demonstrate how fees paid in advance are protected.

2. Scope

This policy applies to all students enrolled at ALACC Health College Australia, including both domestic and international students.

The refund provisions in this policy apply to all students.

The Protection of Pre-Paid Fees provisions apply specifically to international students and domestic students who have paid fees in advance, in accordance with regulatory requirements.

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 some students, particularly 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 Student Agreement hold the same meanings in this policy.



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, ALACC will refund all course fees paid, minus the lesser of:
 - 5% of the course fees paid; or
 - \$500.

4.2 Withdrawal for Reasons Other Than Visa Refusal

This section applies to all students.

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; full tuition fees for the relevant study period remain payable.

Important:

Refunds of tuition fees do not include 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)

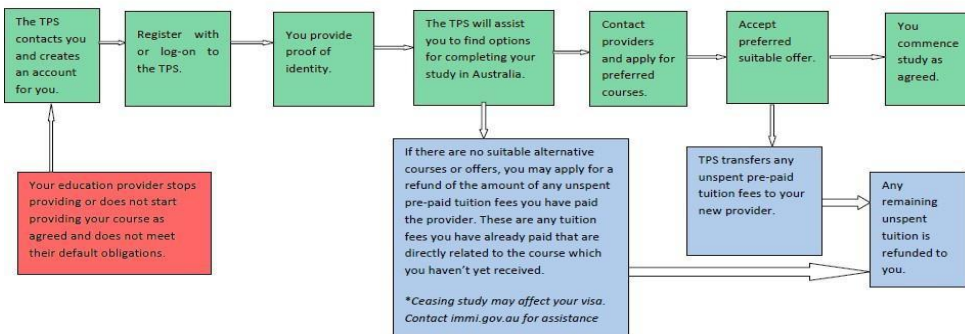
In the unlikely event that ALACC cannot deliver the course at all, you will have access to the TPS if you are an international student.

The TPS is an initiative of the Australian government to which ALACC subscribes. TPS assists international students if ALACC cannot deliver your course fully. 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)

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

To apply for a refund, you must:

- Complete the ALACC Application for Refund Form (available on the website);
- Lodge the completed form no later than:
 - 12 months after ceasing studies; or
 - 12 months after the Commencement Date if you did not commence.

Important:

Incomplete applications or missing documentation may delay processing.

4.6 Assessing an Application for a Refund

- Applications will be assessed within 14 days of receiving all required documentation.
- Students will be notified of the outcome.

If approved:

- Refunds will be calculated in accordance with this policy;
- Payment will be made within four (4) weeks to the nominated bank account.

4.7 Appeals

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:

- Submit a completed Complaints and Appeals Form;
- Include all supporting documentation.

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

You will be notified of the outcome within 21 days.

5. Legislation / Standards

This policy is informed by:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (ESOS) Act 2000
- Standards for RTOs 2025



- Tuition Protection Service (TPS) *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 records of:

- Refund applications
- Supporting documents
- Correspondence
- Decisions and outcomes
- Appeals and outcomes

Records are securely stored in accordance with privacy and record management requirements.

8. Non-Compliance

- Refund applications that do not comply with this policy may not be considered.
- Students may seek review under the Complaints and Appeals Policy if they believe this policy has not been applied correctly.



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 2026
Version:	2026.1
Next review:	April 2027
Summary of changes:	This policy has been revised to improve clarity, remove references to government-funded programs and VET Student Loans, and ensure alignment with current regulatory standards.