



Document ID:	ADM 2.5 Cancellation and Refund
Responsibility:	Manager Admissions
Version:	4
Issue date:	11/05/2009

AMENDMENT / VERSION CONTROL HISTORY:

Issue Date:	Version	Summary of Changes
10/8/06	1	Adaptation from 2007 prospectus for conversion to QMS document
19/9/06	2	Insertion 1.2.1. clause from La Trobe policy.
28/6/07	3	Review and update for compliance to Standard 7: updated wording for National Code "2007"
11/05/2009	4	Rebranding and formatting. Changing policy number from ADM 2.4.1 to ADM 2.5



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POLICY TITLE: CANCELLATION AND REFUND POLICY

The policy on the refund of tuition fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ("the National Code 2007"), the Education Services for Overseas Students Act 2000 ("ESOS Act 2000") and Education Services for Overseas Student Regulations 2001 ("ESOS Regulations 2001").

SCOPE

This policy applies to all commencing and continuing international and domestic students irrespective of who pays the tuition fees.

Important Note: In the event that –

- a. Australian Campus Network (ACN) does not start the course on the agreed starting date; or
- b. the course ceases to be provided by La Trobe University through ACN at any time after it
- c. starts but before it is completed; or
- d. the course is not provided in full to the student because a sanction has been imposed on La Trobe University under Part 6 of the ESOS Act 2000 and the student has not withdrawn before the day of default, all tuition fees paid by the student are fully refundable within two weeks after the default day in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

POLICY

1.0 Refunds

- 1.1 A student who fails to meet degree/diploma progression rules and who is not permitted to re-enrol will be eligible for a refund of fees paid in advance of notification of exclusion.
- 1.2 In the event that an offer of a place is withdrawn because the offer was made by La Trobe University on the basis of incorrect or incomplete information being supplied by the applicant/student the tuition fees paid for the semester are refundable less an administrative fee of up to 10% of the tuition fee for one semester.
- 1.3 In the event that an offer of a place is withdrawn or the University is unable to provide the course, all tuition fees paid for the semester are fully refundable, unless the offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student in which case ACN reserves the right to retain up to 10% of the fee for one semester.
- 1.4 Where a student, after accepting an offer of a place or enrolling for the next semester, gives a minimum of four weeks written notice before the commencement of the semester of an inability to undertake the course, the tuition fees paid for the semester are refundable less an administrative fee of up to 10% of the tuition fee for one semester.
- 1.5 Where a student gives less than four weeks written notice before the commencement of the semester of an inability to undertake the course, 50% of the tuition fees paid for the semester are refundable and the student is liable for 50% of any fees charged.
- 1.6 Where a student withdraws from a course after the commencement of the course but within the first four teaching weeks of the semester, 50% of tuition fees paid for the semester are refundable and the student is liable for 50% of any fees charged.



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2.0 Refunds in exceptional circumstances

Where a student or the student's personal representative in the case of the death of a student gives written notice prior to the end of the Friday of the fourth week of the semester that he or she is withdrawing from a course due to exceptional circumstances being:

- a. inability to obtain a student visa; or
- b. illness or disability; or
- c. death of the student or a close family member (parent, sibling, spouse or child) or;
- d. a political, civil or natural event which prevents full payment of fees or the student's attendance;

La Trobe University, as applicable, may in its sole discretion having regard to the exceptional circumstances grant a total or partial refund of tuition fees subject to the provision of documentary evidence in support of the application for a refund which is acceptable to La Trobe University.

3.0 Deferral of studies

Subject to paragraph 4 of this policy, where a student, after accepting an offer of a place, gives written notice before or after the commencement of the course up to and including the Friday of the fourth week of the semester of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to the next available intake. The "next available intake" may be the following semester, or the following year, depending on the course. A place may be deferred for up to 12 months. If, after deferring, a student gives written notice that they do not intend to take up their deferred place, 50% of the tuition fees paid are refundable.

4.0 No refunds

A student who withdraws or defers from a course for whatever reason after the Friday of the fourth week of the semester shall not be eligible for a refund of tuition fees paid for that semester and will be eligible for any fees charged. Note: This also applies to continuing students.

5.0 Fee refunds related to International students who obtain permanent resident visa status.

- 5.1 An international student who is granted Permanent Resident status in Australia is liable to pay the Domestic Student fees. Permanent Resident status is recognised from the date stamped on the student's passport, not the date on which the application for status is made. If the student has already paid the tuition fees applying to international students for the semester, a total refund of these fees will be payable to the student if the student has obtained Permanent Resident status by the Friday of the fourth week of the semester.
- 5.2 If the student obtains Permanent Resident Status after the first four teaching weeks of a semester, the student will be classified as an international student for the remainder of that semester.
- 5.3 The student will be liable to pay the tuition fees applying to international students for that semester. From the following semester, the student will be classified as a Permanent Resident and will be liable to pay the Domestic Student fees

6. Agreement

When La Trobe University accepts an international student's application for enrolment this policy on the refund of tuition fees will constitute a written agreement between La Trobe University, as applicable, and the international student for the purposes of the ESOS Act 2000 and the National Code.

7. Payment of refunds

- 7.1 Students seeking a refund must apply in writing to the Admissions Manager of ACN no later than four weeks after the commencement of the semester



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7.2 Refunds will be reimbursed in the same currency as the fees were originally paid in and will normally be made in the student's home country.

7.3 Refunds (including any discretionary refund granted under paragraph 2) will be paid to the student within 4 weeks after receipt of a written claim from the student.

8.0 Review process related to fees refund

8.1 Any decision made by La Trobe University through ACN relating to the refund of fees is subject to review by the University Ombudsman pursuant to the University's Statutes and Regulations.

8.2 This agreement does not remove the right to take further action under Australia's consumer protection laws.

9. Refund of Accommodation Fees

Where a student gives written notice to the Admissions Manager up to 4 weeks before the commencement of the semester, the Accommodation Placement and Homestay Fees are refundable in full, unless an Accommodation placement has been made.

Where a student gives written notice to the Admissions Manager less than 4 weeks before the commencement of the semester, or in the event that an Accommodation Placement has been made, a cancellation fee will apply, equal to the Accommodation Placement Fee and the first two weeks accommodation payment.

If a student wishes to leave Homestay Accommodation at any time, the student is required to give two weeks notice in writing to the Admissions Manager. Special cancellation fees may apply for other accommodation arrangements.