



Fee Refund Policy

Table of Contents

A. Overview.....	3
B. Scope.....	3
C. Policy Principles	3
D. Tuition Fee Refund	3
E. Non Refund of Tuition Fee.....	4
F. Provider Default.....	4
G. Tuition Protection Service.....	4
H. Exceptional Circumstances.....	4
I. Record Keeping.....	4
J. Appeals	5
Appendix 1: Supplementary Fee Schedule.....	6
Appendix 2: Tuition Fee Refund Schedule.....	7

A. Overview

- i. Lead Institute of Higher Education ('LIHE' or the 'Institute') Fee Refund Policy ('the Policy') outlines the Institute's transparent, effective and efficient student tuition fee refund framework and process. The Policy also aims to ensure that the Institute complies with the sections related to international student tuition fees and refunds within the Education Services for Overseas Students Act 2000 and its associated regulations, the Tuition Protection Service (TPS) and the National Code.
- ii. Definition
For definitions, please refer to the '*Dictionary of Terms*'.

B. Scope

This Policy applies to all prospective, commencing and continuing students at LIHE.

C. Policy Principles

This Policy is underpinned by the following principles:

- i. a student who has paid tuition fees to enrol in a course at LIHE has the right to request a tuition fee refund as per this Policy, its associated procedures and the *Tuition Fee Refund Schedule*;
- ii. this Policy and LIHE's *Student Grievance Management Policy and Procedure* do not restrict a student's right to access Australia's consumer protection laws or to pursue other legal remedies;
- iii. LIHE intends to become a NUHEP/FEE-HELP Provider to offer financial help to eligible students;
- iv. LIHE reserves the right to review the fees annually and that the fees may change during the period of enrolment;
- v. LIHE is dedicated to providing accurate and timely information regarding tuition fees to ensure students have ample notice for informed decisions about their course of study.
- vi. Updated fee information will be published on the website and notice boards one month before the enrollment date.
- vii. Students will receive fee change notifications through direct email and the Learning Management System (LMS).

LIHE is committed to transparent communication of the annual fee structure, associated costs including any potential revisions and any consequences that may impact students' choices and their ability to participate in their intended course of study.

D. Tuition Fee Refunds

- i. A student who wishes to claim a tuition fee refund will need to complete and submit the *Fee Refund Application Form*. The refund will be calculated in accordance with the conditions set out in the *Tuition Fee Refund Schedule*.
- ii. Refunds will be paid in Australian dollars to the student who has the contract with LIHE unless that student gives a written direction to pay the refund to another person.
- iii. Refunds will be made by direct deposit (electronic funds transfer) into a bank account nominated by the student on the *Fee Refund Application Form* unless the payment was made via credit card in which case the refund will be paid to the same credit card or another credit card nominated by the student.
- iv. Refunds can be issued to the designated person(s) or nominee specified by the student, including parents, guardians, agency or sponsors. Students need to provide the nominee's bank details via *Fee Refund Application Form*.
- v. Refunds will be paid within 20 working days of receiving the completed *Fee Refund Application Form*, except in cases of provider default where the refund will be paid within 10 working days.

E. Non Refund of Tuition Fee

Students are not entitled to a refund of any tuition fees if:

- i. a student withdraws from their course after the census date for the course in which the student enrolled, and no special circumstances apply;
- ii. a student chooses to defer the start of their course, all prepaid tuition fees will be held in credit towards future tuition fees. No refund will be available in the case of course deferral;
- iii. an international student is granted Australian permanent resident status after the census date, the student is still required to pay international student tuition fees for the remainder of the semester they are enrolled in.

F. Provider Default

In the event of provider default, LIHE will compensate the student within 10 working days. LIHE will compensate by either:

- i. arranging for the student to be offered a place in an alternative course at LIHE's expense and the student accepts the offer in writing; or
- ii. providing a refund as stipulated in the *Tuition Fee Refund Schedule*.

G. Tuition Protection Service

- i. International students are protected by a Tuition Protection Service under Australian Government legislation. The aim of this protection is to ensure that students receive the tuition they have paid for or a refund.
- ii. The legislation sets out what happens when a registered provider or an overseas student or intending overseas student defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider).
- iii. Students will be given an active role in selecting from suitable placement options through an online information service. Where a student does not access a placement through the placement facility provided by the Tuition Protection Service, the student may be eligible for a refund of their unexpended tuition fees from the Tuition Protection Service.
- iv. Students will be eligible for a refund of the unused portion of any prepaid tuition fees (i.e. tuition for which the student has paid but which has not yet been delivered) rather than a full refund, in recognition of the fact that the student may obtain credit for the study already completed.
- v. LIHE is a part of the Australian government Tuition Protection Service and complies with all the requirements of the Tuition Protection Service. Further information can be obtained from [Tuition Protection Service](#).

H. Exceptional Circumstances

- i. A student whose cancellation of enrolment was due to exceptional circumstances may request a fee refund.
- ii. Students may be given a total or partial tuition fee refund if they experienced exceptional circumstances that prevented them from taking their place in a course after accepting an offer.
- iii. These circumstances could include:
 - a. inability to obtain a student visa;
 - b. illness or disability;
 - c. death of the student or a close family member.
- iv. Students must provide documented evidence supporting these circumstances.

I. Record Keeping

All records created during the application of this Policy and associated procedures will be retained

in accordance with the *Records Management Policy*.

J. Appeals

Students who are not satisfied with any decision relating to their tuition fee refund may register an appeal in accordance with the *Student Grievance Management Policy and Procedure*.

Appendix I: Supplementary Fee Schedule

A supplementary fee may be charged for certain services or amenities that are in addition to the course fees. In addition, students are made aware of supplementary fees during student orientation session. This includes:

No.	Items	Fees (AUD)
1.	Enrolment fee	\$200
2.	Library late fee	\$5 per day
3.	Re-issue of Student ID card	\$20
4.	Re-issue of Testamur/Certificate	\$20
5.	Re-issue of Academic Transcript	\$20
6.	Graduation Ceremony	\$100

Appendix 2: Tuition Fee Refund Schedule

No	Reasons	Refund Amount	Documents Required
1.	The Institute is unable to deliver the course	100% of unspent tuition fees or placement in another higher education provider	<i>Fee Refund Application Form</i>
2.	Student withdraws from the course 28 days prior to the course start date	100% of spent tuition fees	<i>Fee Refund Application Form</i> and supporting documents
3.	Student withdraws from the course less than 28 days before the course start date	50% of paid tuition fees	<i>Fee Refund Application Form</i> and supporting documents
4.	Student withdraws from the course after the semester has started	Forfeit of tuition fees for the commenced semester and full refund if paid for the next semester	<i>Fee Refund Application Form</i> and supporting documents
5.	Student withdraws from the principal course of study before completing the first six months at LIHE	No refund for tuition fees paid up to the first 6 months / a refund of any tuition fees paid for after the 6 months onward.	<i>Fee Refund Application Form, Request for Release Application Form</i> and supporting documents
6.	Student's CoE cancelled due to breach of visa conditions	Forfeit of tuition fees for the currently enrolled semester	
7.	The student is suspended or expelled from the Institute for student general misconduct or student academic misconduct.	Forfeit of tuition fees for the currently enrolled semester	

(Refund of any tuition fee will not include any administration fee and enrolment fee).

Version	Approved by	Approval Date
3	Governing Council	21 June 2024
Next Review	Custodian	Effective Date
Refer to the <i>Policy Documents Review Schedule</i>	Dean	21 June 2024
Related Documents	Dictionary of Terms Student Code of Conduct International Student Transfer Policy and Procedure Records Management Policy Student Grievance Management Policy and Procedure	
References and Legislations	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Standards Framework (Threshold Standards) 2021	