

### Policy & Purpose

This policy covers the refunds process for all fees payable for training services provided within Lead College's scope of registration, in accordance with ESOS Act and the National Code.

To provide for appropriate handling of student payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

The College is required to clearly disseminate its refund policy to prospective students prior to contractual arrangements being made in a Letter of Offer. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

1. National Code Part D, Standard 3
2. 5.1 to 5.3—Informing and protecting students
3. Education Services for Overseas Students Act 2000 Division 2 (27).

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### Definitions

**The College** means Lead College Pty Ltd

**AQF** means the [Australian Qualifications Framework](#)

**ASQA** means the [Australian Skills Quality Authority](#)

**aXcelerate** is the student management system [aXcelerate](#), used by the College to manage all student records

**Course** means any accredited qualification, unit of competency, skill set, course, or non-accredited program offered by the College

**ESOS Act** means the [Education Services for Overseas Students Act 2000](#)

**Intranet** is the [system](#) available to staff members only used by the College to manage information about the College

**Moodle** is the learning management system [Moodle](#), used by the College to record learning and assessment

**National Code** means the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

**NVR Act** means the [National Vocational Education and Training Regulator Act 2011](#)

**PRISMS** means the [Provider Registration and International Student Management System](#) operated by the Australian Government department responsible for export education

**RTO** means Registered Training Organisation

**SRTOs** means the [Standards for Registered Training Organisations \(RTOs\) 2015](#)

**Staff member** means a person engaged by the College as an employee, contractor or consultant

**Student** means a person enrolled in one or more courses with the College

**Trainer** means a person engaged by The College as a trainer and/or assessor, including but not only in accordance with the SRTOs

**Commencement:** The term "commencement" in this policy refers to the first day of the first program scheduled by Lead College as per the start date of the course.

## Procedure – Refund Policy and procedure

- a. The refund process reflects the commitment by Lead College to hold places as booked by students and the number of administrative resources consumed at the various stages.
- b. The date the written notice is received by Lead College is the default date, and is the date used for the calculation of any refund and/or cancellation.
- c. Refunds must be requested in writing by completing the refund application form from the college website <https://leadcollege.edu.au/refund-application-form>. In case of withdrawal, student will need to submit the withdrawal form along with refund application and provide supporting documents.
- d. The authorised person of Lead College will process refund requests and if approved, arrange payment within 28 calendar days.
- e. To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Lead College until the course start date.
- f. All requests for refund will be processed on an individual basis, considering the impact on follow on units /modules if applicable.
- g. Issues with regard to payment are to be handled at the first available opportunity and directed to the CEO of Lead College. All refund requests and issued refunds are to be logged in the refund log.
- h. In the event of student visa refusal, the application/enrolment fee is not refundable. Refund on visa rejection will require a copy of notification from the Australian High Commission. Check the schedule R.1 for further information on refunds in case of visa refusal.
- i. Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, if notice of the cancellation is received 28 days or more before the course starts and prior to entering into Australia.
- j. Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
- k. If the student has given misleading information to a college agent, Lead College and/or any Commonwealth agencies of Australia, no refund will be given.
- l. Refunds will only be transferred to the accounts that student has used to make the payment to the College.
- m. Any costs incurred by Lead College to recuperate outstanding fees will be charged to the student.
- n. Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- o. Lead College will not release any testamurs/awards to students until outstanding course fees have been paid in full.

- p. Provide the student in writing the resulting decision of Lead College management.
- q. Advise the student of their right to appeal the decision of Lead College management.
- r. Lead College only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

## R.1 Refunds for Overseas Students

Reason	When	Refund	Required
Student visa refusal	Before course commencement date	All paid tuition fee, material fee and placement fee.  Enrolment fee is not refundable.  <i>Note: if the visa refusal is due to false or misleading information in support of a student visa application, no refund will be given.</i>	Signed withdrawal form Signed refund form Visa refusal letter
Student visa refusal	After course commencement date	Pro-rata paid tuition fee, based on number of weeks completed relevant to expected course duration.  Enrolment fee, material fee and placement fee are not refundable.  <i>Note: if the visa refusal is due to false or misleading information in support of a student visa application, no refund will be given.</i>	Signed withdrawal form Signed refund form Visa refusal letter
Transfer to another provider	After course commencement date	Pro-rata paid tuition fee, based on number of weeks completed relevant to principal course. Where a student has enrolled in multiple courses, the Principal Course is the last course enrolled in  Enrolment fee, material fee and placement fee are not refundable.  <i>Note: if the student's fees are in arrears, no release will be approved until overdue fees are paid</i>	Signed withdrawal form Signed refund form Valid letter of offer from another provider signed and dated
Withdrawal enrolment by student	Written notification provided 28 days or more before course commencement date	All paid tuition fee, material fee and placement fee.  Enrolment fee is not refundable.	Signed withdrawal form Signed refund form
	Written notification provided less than 28 days before course	50% of paid tuition fee, material fee and placement fee.  Enrolment fee is not refundable.	

	commencement date		
	Written notification provided on or after course commencement date	No refund.	
Lead College is unable to deliver the course	On or before course commencement date	100% of paid fees.	n/a
	After course commencement date	Enrolment fee. Pro-rata paid tuition fee, material fee and placement fee, based on number of weeks completed relevant to expected course duration.	n/a