



Management of Tuition Fees Policy

1. PURPOSE	3
2. SCOPE	3
3. POLICY STATEMENT	3
Payment of Fees	3
Payment Methods	3
Cooling-Off Period	3
Cancellation Of Enrolment	3
Course Deferment	4
Cancellation Of Course	4
Transfer To Another College	4
Change Course	4
Fee Protection.....	4
Refunds	4
Refusal Of Refunds.....	5
Timeframe For Refund.....	5
Refund Appeals	5
Payment Of Refunds.....	5
Obligation To Notify.....	5
Failure To Pay Fees.....	5
4. RESPONSIBILITIES.....	6

1. PURPOSE

- 1.1. This document specifies Laneway International College's (the College) management of tuition fees policy. It sets out guidance to staff and learners regarding:
- a) fees that must be paid to us;
 - b) payment terms and conditions, including deposits and refunds;
 - c) a learner's rights as a consumer, including any statutory cooling-off period, if one applies;
 - d) a learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the services.

2. SCOPE

- 2.1. This document applies to all staff and learners in the College.

3. POLICY STATEMENT

Payment of Fees

- 3.1. Learners have the choice to pay their tuition fees in full or over agreed instalments.
- 3.2. If a learner decides not to pay their tuition fees in full, an initial minimum payment is required at the time of enrolment.
- 3.3. The remaining course fees, if any, are to be paid in alignment with the agreed instalment plan over the remainder of the course.

Payment Methods

- 3.4. Fees can be paid in the following methods:
- a) Bank deposit;
 - b) Bank cheque;
 - c) Electronic bank transfer;
 - d) EFTPOS;
 - e) Credit card; or
 - f) Cash.

Cooling-Off Period

- 3.5. The College offers a 10-day cooling off period that commences at the time the learner returns a signed Student Enrolment Agreement indicating their understanding and acceptance of the College terms and conditions and makes the first payment for the course tuition fees as outlined in the Offer Letter.
- 3.6. If, during this 10-day cooling off period, a learner informs the College that they do not wish to continue with their enrolment, they will be entitled to a full refund of the tuition fees paid and their enrolment will be cancelled.

Cancellation Of Enrolment

- 3.7. An enrolment cancellation initiated by a learner *after* the 10-day cooling off period but before the commencement of the course, must be made to the College in writing and is deemed to take effect on receipt of that written notification.

- 3.8. If a learner cancels their enrolment more than 28 days prior to the course commencement date, they will be entitled to a full refund of the tuition fees paid less a \$250 cancellation fee and their enrolment will be cancelled.
- 3.9. If a learner cancels their enrolment between 28 days and 14 days prior to the course commencement date, they will be entitled to a full refund of the tuition fees paid less a \$500 cancellation fee and their enrolment will be cancelled.
- 3.10. If a learner cancels their enrolment 14 days or less prior to the course commencement date, they will not be entitled to a refund of the tuition fees paid and their enrolment will be cancelled.
- 3.11. There will be no refund of tuition fees paid if a learner cancels their enrolment after the commencement of the course.

Course Deferment

- 3.12. If a learner defers their intended course start date prior to the course commencement date, a \$50 change fee will apply.
- 3.13. If a learner is granted a course deferment and later cancels their enrolment at least 14 days prior to the new course commencement date, the learner will be entitled to a refund of tuition fees paid less a \$750 cancellation fee and their enrolment will be cancelled.
- 3.14. If a learner is granted a course deferment and later cancels their enrolment less than 14 days prior to the new course commencement date, they will not be entitled to a refund of the tuition fees paid and their enrolment will be cancelled.

Cancellation Of Course

- 3.15. In the event the College is unable to provide services for which the learner has prepaid, the learner will:
 - a) be placed into an equivalent course such that:
 - the new location is suitable to the learner; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
 - b) be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount (\$1,500.00).

Transfer To Another College

- 3.16. Where a learner seeks to transfer their enrolment to another college, the learner shall not be entitled to a refund of any course fees paid.
- 3.17. The learner seeking to transfer to another provider must settle all outstanding fees prior to being granted a release.

Change Course

- 3.18. Should a learner wish to change their course, the request must be made in writing to the College.
- 3.19. Any changes to a different course after commencement of the first course will incur an administration fee of \$500.00.

Fee Protection

- 3.20. Fee payments are protected by our admission to the Tuition Protection Service.

Refunds

- 3.21. All applications for a refund of monies paid to us are to be made using the Refund Application Form.
- 3.22. A completed Refund Application Form may be accompanied by evidence to support the application.
- 3.23. Refund Application Forms are available from the administration team or on the College website.
- 3.24. The College will provide a full refund of any tuition fees paid, less a \$200 administration fee, if:
- a) the learner is unable to obtain a student visa;
 - b) political or civil unrest or natural disasters prevent the learner leaving their home country or paying fees in full;
 - c) the learner is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;
- 3.25. The College will provide a full refund of any tuition fees paid if:
- a) the offer of a place is withdrawn;
 - b) the course which was applied for is no longer offered; or
 - c) we refuse to enrol the learner in a course.

Refusal Of Refunds

- 3.26. A refund will not be provided:
- a) in any circumstances where the learner has supplied fraudulent, forged or deliberately misleading documentation;
 - b) where the learner has had their enrolment terminated due to either academic or behavioral misconduct;
 - c) if a request for a refund is submitted after the learner has had their enrolment terminated due to non-payment of course fees.

Timeframe For Refund

- 3.27. All applications for refund shall be determined within 10 working days.

Refund Appeals

- 3.28. Learners who are not satisfied with the outcome of the refund process may access the College complaints and appeals process.

Payment Of Refunds

- 3.29. Once approved, refunds will be credited to the learner's account or where an account is named as the source account within the contract, to that account, within 28 days and will be based on the Australian dollar fee for the course rather than any foreign currency amount.
- 3.30. If the course is being terminated, the amount will be paid within four weeks after the written notification date by electronic transfer to a bank. The College will not compensate learners for any exchange rate differences or transfer costs that have occurred when undertaking foreign currency exchange.

Obligation To Notify

- 3.31. Learners must notify the College in writing of their intention to cease enrolment, and they remain liable for any course fees due up until that date.
- 3.32. The date that the College confirms receipt of the notice will be the date used for all calculations.

Failure To Pay Fees

- 3.33. It is the learner's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment. A late payment fee of \$120 will be applied to students that pay owed fees after the due date.
- 3.34. Should a learner require an extension for their fee payments, they must apply in writing to the CEO at least two weeks prior to fees being due.
- 3.35. Should a learner not pay fees on time according to the payment plan agreed upon at time of course enrolment, and not discuss their payment issues with the College, the College will inform the learner in writing of its intention to cancel their enrolment. The learner will be provided with 20 working days in which to access the College's complaints and appeals process.
- 3.36. If the learner chooses not to access the College's complaints and appeals process, the College will cancel the learner's enrolment and notify the Department of Immigration and Border Protection via PRISMS.
- 3.37. The learner will be advised to contact the Department of Immigration and Border Protection regarding the impact on their student visa.

4. RESPONSIBILITIES

- 4.1. The Chief Executive Officer is responsible for the implementation of this policy and to ensure that staff and learners are aware of its content.

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Revision History			
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