

POLICY & PROCEDURES

REFUNDS

Area	Management		Classification	Accounts	
Last Updated	April 2010	Version	2010-01	Co-ordinating Responsibility	CEO/Director of Studies International Student Liaison Officer
Next Review	April 2011	Approved by	Janet Lawrence CEO/DOS	Distribution	Website Student prospectus Induction Manual Policies and Procedures Manual

PURPOSE

The purpose is to ensure that applicant understands Australasian Lawrence Aged Care College's refunds policy before entering signing the written agreement.

POLICY

Australasian Lawrence Aged Care College will refund full amounts owed to the student will be made within 4 weeks.

- In the event that student's enrolled course is cancelled or rescheduled by Australian Lawrence Aged Care College –ALACC will refund your **Registration** and **Course** fees in full
- In below written circumstances (a, b, c) ALACC will refund the relevant amount minus the registration fee
 - a) In the event that Student Visa is refused, or if student withdraws from the course 10 weeks prior to your course or semester commencement - ALACC will refund student's **Course** fees in full
 - b) In the event that student withdraw from the course between 4 to10 weeks prior to the course or semester commencement – ALACC will refund **70%** of **course** fees
 - c) In the event that you withdraw from the course less than 4 weeks prior to your course or semester commencement – ALACC will refund **50%** of your **course** fees.

In the event that student withdraws from the course after the course or semester commences, or student's enrolment is terminated for failure to comply with ALACC's policy, bad behaviour, unsatisfactory progress, failure of examinations, or unsatisfactory attendance, all fees for the current semester are payable and non-refundable. The course fees for the next semester may also apply.

For the refund of Overseas Student Health Cover - Refer to OSHC provider www.ahm.org.au

This Refund Policy applies equally to all students including students who have Permanent Residency or Australian Citizenship.

Refer to the Complaints & Appeals Procedure on the ALACC's website to appeal the Refund Policy. This policy is also available in International Student Prospectus.

1	All applications for refund must be made in writing by way of the Application for Refund form available from the ALACC's website www.agedcare.net.au . Students can also contact their agent or ALACC administration at +61 3 9480 4445.
2	Submit the application to the CEO/Director of Studies by Registered mail, courier or personal delivery as soon as possible.
3	All written requests for refunds are to be entered onto QuickBooks
4	All requests for special consideration are to be forwarded to the CEO/ Director of Studies, who is to make a decision on the facts given, and advise the learner of the response in writing within 14 working days of receipt

