



VET Student Withdrawals and Refunds Policy and Procedure

Policy Version:	240624	Approved By	Board
Related Policy/Procedure:	<ul style="list-style-type: none"> ➤ Code of Conduct (Staff and Student) ➤ Bullying Harassment and Discrimination Policy ➤ Academic Integrity Policy ➤ Health and Safety Policy (Staff and Student) 		

VET Domestic Student Withdrawals and Refunds Policy & Procedure

Purpose

This VET Student Withdrawals and Refunds Policy and Procedure sets out how Lyons College will deal with students withdrawing from a course and how they may claim a refund.

Scope

This Policy and Procedure applies to all VET courses offered to domestic students at Lyons College.

Policy and Procedure

Lyons College wants to ensure that withdrawals and claims are handled in a fair and reasonable manner. Lyons College will pay refunds to students in accordance with their Student Agreement.

In instances where Lyons College ceases to offer a course, it will ensure that the impacted students will receive credit transfer in a replacement course through issuing Statements of Attainment for part of the course successfully completed.

Should a withdrawn student elect to re-enrol in their previous course or an alternative course at Lyons College, Lyons College will only accept the student's application with clear written permission by the student and/or parent/guardian in the event of an under 18 years of age student.

For both indicative and set course related Fees, the student will receive advice on the potential for fees to change during the student's course pre-enrolment, in line with this and their Student Agreement. This may be due to CPI increases, significant price changes to products and consumables that form part of the program which are out of Lyons College's control and/or in the case of domestic students subsidised through Skills First funding, changes to the course SCH rate which impact on the overall course cost. Student will have the right to withdraw and seek a refund in these instances.

Students are advised about their rights to withdraw and any refund arrangement through both the Student Handbook and on the website, through publishing of this Policy & Procedure

1. Approved Courses

1. Applications for Cancellation must be made in writing to Lyons College
2. All enrolments have a 7-day cooling off period (7 days from date of enrolment)
3. Cancelling outside of the 7-day cooling off period but prior to commencement date of course will result in a cancellation fee of \$200 (or full course fee if enrolment fee is less than \$200)
4. Cancelling within the first 14 calendar days of the course commencing will result in a cancellation fee of \$200 (or full course fee if enrolment fee is less than \$200).
5. Books and other learning materials must be returned (in original condition) or student will incur full costs with no refund applicable
6. Any student cancelling outside of the first 14 calendar days of course commencement will result in the student being held liable for the entire course fee
7. Course fees are not transferrable to any other individual

8. All course fees will be refunded if Lyons College cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.

9. In the unlikely event of Lyons College ceasing operations, students will be issued with a Statement of Attainment for all successfully completed units, and will receive a full refund of any incomplete units.

2. Payment Plan Arrangements and Refunds

2.1 For other students with an approved payment plan and studying an approved course, Lyons College will exercise the same census date rules and refund conditions as it applies to students who have withdrawn prior to the census date.

Policy Rules

Lyons College-Initiated Deferral, Suspension or Cancellation of Enrolment

1. Lyons College may defer student's commencement on the following grounds:
 - When a course is not offered
2. Lyons College may *suspend* a student enrolment on the following instances:
 - When a student is deemed to be in breach of the Student Code of Conduct
 - When a student is deemed not making satisfactory course progress and fails to comply with the requirements of the Intervention Plan
3. Lyons College may *cancel* a student enrolment on the following instances:
 - When a student demonstrates serious breach of the Student Code of Conduct
 - When a student is in breach of the course progress policy
 - When a student is continually absent from scheduled course hours
 - Non-payment of outstanding fees
4. In cases where suspension or cancellation of the student's enrolment is initiated by the Institute, students will be notified and given 30 working days to access the Institute's internal complaints and appeals process (see Student Complaints and Appeals Procedure).
5. There will be no change in enrolment status and the student will not be reported to the department until the appeals process is completed.
6. Upon cancellation of the course, student fees for the remaining proportion of the study period will be reimbursed

Where a decision is made by Lyons College, the student always has the right to appeal this decision using the appeals processes as outlined in Lyons College's Complaints and Appeal Process. This must always be clearly communicated to the student with the notification of the decision.

Version	Date	Resolution	Comments
V1.0	09/08/2018	20180809/	Initial policy created
220624	24/06/2022	22020624/XX	Policy reviewed, no major changes. For Board approval. Approved