

# Fees and Charges Refunds Policy and Procedures



LIONHOUSE  
EDUCATION

## Our House

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Skilled Advance. Skilled Care.



# Fees and Charges Refunds Policy and Procedures

## Compliance Focus

- Standards for RTOs 2015, Clause 5.3

## Policy Purpose

Through this policy, LH Education ensures that all clients are aware of the fees and charges associated with enrolment in a course and/or service with LH Education. This policy provides the guidelines for the eligibility and assessment of refunds.

LH Education ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with the RTO.

Each qualification, unit of competency or accredited course offered by LH Education has a specific course fee. The course fee is the maximum fee that may be charged to the students for his / her selected training program.

It is LH Education's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

### **Inclusions:**

- All tuition
- Support and coaching
- Classrooms and facilities

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) the students will be clearly advised of exactly what is required in the student's resources for that program.

# Fees and Charges Refunds Policy and Procedures

## Fees and charges refund policy

### 1. Information about an agreement to fees and charges

- 1.1 Students and persons seeking to enroll in a course with LH Education are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges in the Student Handbook and on the RTO's website.
- 1.2 Organisations and other clients seeking to enter into a service agreement with LH Education will be notified of the fees and charges associated with the agreement in information and proposals provided to them prior to entry into the agreement.
- 1.3 The information provided to each prospective student and/or client will include:
  - The total amount of all fees including course fees, administration fees, materials fees and any other charges.
  - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees and any fees and charges for additional services.
  - Tuition Fees, Charges and Refund Policy.
- 1.4 By signing the Enrolment Agreement Form, the student acknowledges that they have read and understood the student handbook which outlines the total course fees, payment terms and schedule of payments applicable to their course. The Student Handbook provides clear and concise information to the student about applicable fees and charges, provide options for payment as well as outlining the terms and conditions of the enrolment.

### 2. Fees in advance

LH EDUCATION does not collect students' fees in advance, therefore complying with Clauses 5.1-5.3 and 7.3 of the Standards for RTO's 2015. A deposit for the course fee is enquired from each student which is paid into LH EDUCATION's account.

### 3. What do student fees cover?

- 3.1 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- 3.2 All course fees include up to two (2) attempts at assessment per unit/cluster. Where an additional assessment is required in order to achieve competency, LH EDUCATION reserves the right to charge a student. An additional re-assessment fee in accordance with the fee table provided in the Student Handbook.
- 3.3 For reissuing of a qualification testamurs, record of results or statement of attainment, an additional fee will be incurred at the rate indicated in the Student Handbook.

### 4. Terms and methods of payment

- 4.1 Fees are to be paid as per the contents of the Student Handbook of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by the RTO.
- 4.2 LH EDUCATION accepts the following methods of payment – credit card, direct debit and direct bank transfer. A LH EDUCATION receipt will be issued for all payments received. Accounting software is utilised to record deposits, pre-enrolment payments and course pre-payments.

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## 5. Direct debit payments

- 5.1** Where the payee has indicated on their payment agreement that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within the time scale in the Student Handbook. It is the payee's responsibility to ensure that LH EDUCATION receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option.
- 5.2** Direct debit request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the payment agreement.
- 5.3** Where a default occurs in direct debit payments due to insufficient funds or otherwise LH EDUCATION will contact the payee to make alternative arrangements for payment. LH EDUCATION reserves the right to refuse a payee the option to pay by direct debit where there have been defaults on payment during a direct debit term as documented in the Student Handbook.

## 6. Payment plans

Payment plans entered into with LH EDUCATION for payment of courses must be paid as per the Direct Debit Agreement. The course qualification will not be issued until full payment has been made, and should the student default on the payment plan, LH EDUCATION reserve the right to pass on the debt to a debt collection agency to pursue. A credit default may be issued by the debt collection agency should the debt remain unpaid.

## 7. Fee conditions

Students are required to agree to confirm full payment of their purchase regardless of early completion or withdrawal from the scheduled program.

## 8. Issuance of qualifications

In accordance with its Qualifications and Statements Issuing Policy LH EDUCATION reserves the right to withhold the issuing of qualifications, records of results and Statements of Attainment until all fees have been paid.

## 9. Late payment

- Where a student is overdue with payments, LH EDUCATION reserves the right to suspend training services until payment is made to bring fees up to date, as documented.
- Students who are experiencing difficulty in paying their fees are invited to call the RTO's office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, LH EDUCATION utilises the services of a debt recovery agency to ensure the collection of all fees.

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## 10. Refunds

Students are eligible for a full refund of course fee if they notify us via email at [info@lionhouse.edu.au](mailto:info@lionhouse.edu.au) with their intent to withdraw by the Withdrawal with no Penalty cutoff date.

The Withdraw with no Penalty cutoff date is the sooner of the following:

- 21 days after enrolment date, or
- Date of course commencement – defined as being formally provided access to qualification materials by way of online learning (LMS) or classroom based learning materials (learner guides).

### Payment Plans

Note that the above Withdrawal with no Penalty cutoff date applies to students that are granted payment plans via direct debit. If a student Withdraws after the cutoff date, they will be required to still make full payment of course fees as per the payment plan, or they may chose to pay the remainder of the fees up front.

If a student Withdraws prior to the cutoff date, they will receive a full refund of payments made and the payment plan will be cancelled.

In the event that LH Education must withdraw a student from training due to unforeseen circumstances, a refund will be provided based on the number of unit of competency completions. For example, if a student had completed 5 of a total of 10 units, a 50% refund would be provided.

Refunds will be processed within 28 days of notification of withdrawal.