



# International Student Refund Policy

## 1 Policy and Procedure

### 1.0 Purpose

The purpose of this policy is to outline the refund arrangement for Liberty Construction College's international students. This document is made available for student via Liberty Construction College's website and written agreement-Acceptance of Offer.

### 1.1 Refund Application Process

**1.1.1** All refund request, including in cases of student or provider default must fill out a "Refund Request Form".

**1.1.2** Students must submit refund request form, and any supporting documents (i.e. flight ticket, medical certificate, Department of Home Affairs visa refusal letter...etc.) either in person to the reception staff at Liberty Construction College or via email. Application and documents are to be sent to [info@libertycollege.edu.au](mailto:info@libertycollege.edu.au)

**1.1.3** Liberty Construction College will respond to your refund request within 4 weeks (28 days).

### 1.2 Payment to Agency Representing the College

Liberty Construction College can not be responsible for the refund of any consultation payment that made by the student to Education or Travel Agency. This is a separate contract between the student and the Agency.

## 2 Student Default

Any student wanting to request a refund for whatever reason must fill out a "Refund Request Form" and submit with any supporting documents (i.e. flight ticket, medical certificate, Department of Home Affairs visa refusal letter...etc.) within 14 days of the incident taking place, or whatever the reason maybe. Application for a refund must be made in writing and addressed to the PEO, clearly stating the reason for the cancellation.

Liberty Construction College will not refund Enrolment Fee (AUD \$350). If the Enrolment Fee was waived or discounted as a promotion, \$350 will be charged for administration coast on any cancellation. Liberty Construction College will be deducted from the pre-paid fees.

Some fees are non-refundable. These include the enrolment fee, Personal Protection Equipment (PPE) fees, international bank transfer fee, service fees, and may include other non-tuition fees as update from time-to time.



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Under the legislation, all refunds will be paid direct to the person who has entered into the written agreement/contract with Liberty Construction College, unless the person who entered into the written agreement/contract gives written direction to Liberty Construction College to pay the refund to someone else. Refund will be made by bank transfer to an Australian bank account or by overseas transfer.

- **Cancellation of enrolment (Full Refund): 28 days (4 weeks) or more weeks before commencement date.**

If written notice is received 28 days (4 weeks) or more before the course commencement date, then 100% of refundable fees. However, a cancellation fee (AUD \$350) will apply to the student.

- **Cancellation of enrolment (50% Refund): less than 28 days (4 weeks) before commencement date.**

If written notice is received less than 28 days (4 weeks) before the course commencement date, then 50% of refundable fees. However, a cancellation fee (AUD \$350) will apply to the student.

- **Cancellation of enrolment (No Refund): after the commencement date.**

If written notice is received on or after the course commencement date, student is not entitled to a refund of any tuition or material fee. Unless:

1. The PEO deems that exceptional circumstance apply (supporting documents will need to be submitted for evidence); or
2. The student has a legitimate claim against Liberty Construction College that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia or the State of Queensland.

Liberty Construction College is under no obligation to refund any course fees if a student's visa is cancelled by Department of Home Affairs, due to poor attendance, academic course progress and misbehaviours.

- **Cancellation of enrolment: due to visa refusal.**

A full refund will be made where a student's visa application is refused by Department of Home Affairs, and student has not commenced the course with Liberty Construction College. Student will need to submit proof of refusal letter from Department of Home Affairs and refund form to request a refund. The Enrolment fee will not be refunded.

- **Cancellation of enrolment: student's visa application is refused after the course commencement date.**

A full refund of **unused tuition fees** will be made where a student's visa application is refused by Department of Home Affairs. Liberty Construction College will



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calculate this fee by using the legislative instrument under subsection of 47(E) of the ESOS Act. Student will need to submit proof of refusal letter from Department of Home Affairs and refund form to request a refund. The Enrolment fee will not be refund.

### 3 Provider Default

If Liberty Construction College defaults, it will notify the ESOS Agency via PRISMS, ASQA and TPS Director within 7 business working days.

In the unlikely event that the RTO is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks (14 days) of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the RTO at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Liberty Construction College is unable to provide a refund then the school will, under the Tuition Protection Service (TPS), place the students in a suitable alternative course at no extra cost, unless students choose a more expensive alternative course.

Finally, if Liberty Construction College cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.