

## Policy and Procedure

### Purpose

The purpose of this policy is to outline the refund arrangement for Liberty Construction College's international students to make sure students are treated fairly with integrity while processing refund application. This document is made available for student via Liberty Construction College's website and written agreement- Acceptance of Offer.

### Scope

This policy covers:

- Students enrolled at Liberty Construction College
- All Departments at Liberty Construction College including Student Services, Admissions, Academic, Marketing, and Admin staff.

### Refund Application Procedure

- 1.0.1** All refund request, including in cases of student or provider default must fill out a "Refund Request Form".
- 1.0.2** Refund request form must be completed by student only and submit together with valid 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)
- 1.0.3** Liberty Construction College will process your refund request within 4 weeks (28 days) after supporting documents have been validated and refund request form have been approved.

In the cases of 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.

\$350 of cancellation fee will also be charged for administration cost on any cancellation. Non tuition fees are non-refundable. These could 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

Under the legislation, all refunds will be paid directly 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. Liberty Construction College is not responsible for delays and expenses caused by students providing inaccurate banking details or delays and expenses caused by agent and financial institutions. In the cases that a student has made payment using credit card, refund will be processed to the original credit card.

Refund will be calculated based on the amount received by Liberty Construction College in respect of the student. Liberty Construction College will not be responsible for any refund regarding consultation payment that made by the student to Education or Travel Agency. This is a separate contract between the student and the Agency.

Students can appeal Liberty Construction College through College's Complaint and Appeal Policy if unsatisfied with the decision taken on refund application.



## Refunds and Withdrawal Assessment:

### Student Visa Refusal

- **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. Liberty Construction College will retain Administrative fees (either 5% of total prepaid tuition fees and non-tuition fees or \$500 whichever is less)

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

After course commencement date, Liberty Construction College will retain tuition fees for units that has already delivered to the student before the day the student's visa renewal got rejected by Immigration Department and refund the tuition fees for undelivered units by following the legislative instrument under subsection of 47(E) of the ESOS Act. Non-tuition fees are non-refundable. 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

### Student Visa Cancelled

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. Full tuition fees of the current semester will be payable under this situation

### Cancellation Request of Enrolment before Commencement

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

If written notice is received 28 days (4 weeks) or more before the course commencement date, Liberty Construction college will refund prepaid fees less a cancellation fee of AUD \$350. Enrolment fees are non-refundable.

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

If written notice is received less than 28 days (4 weeks) before the course commencement date, Liberty Construction college will refund 50% of prepaid fees less a cancellation fee of AUD \$350. Enrolment fees are non-refundable.

- **Cancellation of enrolment (No Refund): less than 14 days (2 weeks) of notifications before commencement date.**

If written notice is received less than 14 days (2 weeks) before the course commencement date, student is liable for full tuition fees of the first semester and not entitled to a refund of any tuition or non-tuition fees



## **Cancellation Request of Enrolment After Commencement**

If written notice is received on or after the course commencement date, student is liable for full current semester tuition fees and not entitled to a refund of any tuition or Non-tuition fees Unless:

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

## **Cancellation Request of Enrolled Consecutive Course**

- In the cases that student apply to cancel succeeding enrolled course, Liberty Construction College will retain deposit paid towards enrolled consecutive course.

## **Cancellation Request of Enrolled Deferment Studies**

- Student who notifies Liberty Construction College of Cancellation or Withdrawal after the deferment study commencement date is liable for full tuition fees of the first semester.
- Student who notifies Liberty Construction College of Cancellation or Withdrawal during the deferment study commencement date is liable for full tuition fees of the current semester.

## **Non-Commencement without Written Notifications**

- **Student** fail to commence the first course without providing prior written notifications will be recorded with a credit note which is valid for one year from the scheduled course commencement date. Credit note is non-refundable or redeemable once the credit note expires.

If tuition fees remain outstanding, Liberty Construction College will reserve the right to withhold graduate certificate and records of completed units achieved by the student

## **Provider Default**

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

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.