



POLICIES AND PROCEDURES MANUAL
Section 24
VET FEE-HELP
REFUND POLICY AND PROCEDURE

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1. POLICY STATEMENT

Lennox Institute is committed to ensuring fair and equitable policies and procedures are in place regarding payment of tuition fees. Lennox Institute is bound by and accepts the responsibility of Commonwealth and State legislation governing the operations of the Registered Training Organisation including the refund of tuition fees.

2. PURPOSE

The purpose of this policy is to document the process for refund of fees for students completing a VET FEE-HELP unit of study at Lennox Institute.

3. SCOPE

This policy applies to all students of Lennox Institute seeking to enrol in a VET FEE-HELP unit of study.

4. PROCEDURE

4.1 WITHDRAWAL FROM A VET FEE-HELP UNIT OF STUDY

All requests for refund of tuition fees must be made in writing to:

Chief Executive Officer
Lennox Institute Pty Ltd
PO Box 732
SEVEN HILLS NSW 1730
Email: elaine@lennoxinstitute.org

4.2 REFUND OF TUITION FEES PAID

- Where a student withdraws from a VET FEE-HELP unit of study on or before the published census date, tuition fees will be reversed in full.
- Where withdrawal occurs after these dates there will be no reassessment and the student will incur a VET FEE-HELP debt.
- Refunds will be paid within 28 working days of the census date of the VET unit of study.

4.3 SPECIAL CIRCUMSTANCES

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Re-crediting VET FEE-HELP Balance Policy and Procedure.

5. PUBLICATION

This Policy and Procedure will be made publically available on the Lennox Institute website www.lennoxinstitute.org.

6. RELATED DOCUMENTS

- Higher Education Support Act 2003 (HESA)
- VET Guidelines 2013
- VET Provider Guidelines
- Re-crediting VET FEE-HELP Balance Policy and Procedure

7. ISSUE HISTORY

Version Date	Revision Details
25/07/2014	Release of new policy
07/04/2015	Update contact details and versioning