

Schedule A – Refund Entitlements

Provider default

- 1) In the unlikely event that the University is unable to deliver the course in full, students will be offered a refund of any unused tuition fee. Enrolment may be offered in an alternative course. Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, students will be asked to sign a document to indicate acceptance of the placement and any deposit of course money will be credited towards fees payable for the other course of study.
- 2) Any overseas representative (agent) fee that the University has incurred in relation to the student’s enrolment at the University will be deducted from the refund entitlement of a student seeking a refund within the first two semesters of enrolment. This requirement does not apply when Australian Government authorities refuse to grant a student visa to an applicant.
- 3) The University collects and disburses OSHC payments to the students preferred Insurer. The party conducting the refund action is therefore dependent on where the funds are in this process when the refund is requested. If undisbursed the University will refund otherwise direction will be provided to contact the OSHC insurance provider directly.
- 4) Non-Refundable: Regardless of the refund criteria met any fees paid stated as Non-Refundable in the letter of offer are not repayable or returnable in any circumstances and are therefore excluded from any fee refund calculations.
- 5) Any refunds payable in these circumstances will be calculated as follows:

Refund Payable and Calculation	Process Time
<p>Refund amount = weekly tuition fee × weeks in default period, where:</p> <p>Weekly tuition fee = (total tuition fee for the course / number of calendar days in the course) × 7, rounded up to the nearest whole dollar.</p> <p>AND</p> <p>Weeks in default period = number of calendar days from the default day to the end of the period to which the payment relates/7</p>	<p>Paid within 14 days of the day on which the course ceased being provided.</p>

Submission of research thesis

- 6) Tuition fees are normally payable in advance. If a research student intends to submit a thesis before the end of a semester, they are entitled to a refund depending on the date of submission.

Refund Payable and Calculation	Processing Time
<p>Once the thesis is submitted, a refund of fees will be calculated on a daily pro-rata basis. The calculated balance will be refunded in full.</p>	<p>Paid within 4 weeks of receiving a written claim from the student.</p>

Student Default

Reason	Refund payable and calculation	Processing time
Australian Government authorities refuse to grant an applicant a student visa before course commencement.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount), excluding: <ul style="list-style-type: none"> for reasons of fraud. No refund payable being an Unlawful Citizen. No refund payable. 	Paid within 4 weeks of default day <u>regardless</u> of whether the student has submitted a claim form.
Australian Government authorities refuse to grant an applicant a student visa after course commencement.	Refund amount is calculated in the following way: Refund amount = Weekly tuition fee × weeks in default period, where Weekly tuition fee = (total tuition fee / number of calendar days in the course) × 7 AND Weeks in default period = number of calendar days from the default day to the end of the period to which the payment relates/7	Paid within 4 weeks of default day <u>regardless</u> of whether the student has submitted a claim form.
University does not allow a student to re-enrol following a finding of unsatisfactory academic progress (exclusive of Leave of Absence [LOA]).	Any credit balance related to fees paid for any semester after which the student was made to “Show Cause” will be refunded.	Paid within 4 weeks of receiving a written claim from the student.
A student withdraws, or is excluded by the University for misconduct or fails to pay tuition fees.	No refund is payable	

Student withdrawal, not packaged offer

Reason	Refund payable and calculation	Processing time
More than 4 weeks' notice from course commencement (as specified on the Letter of Offer)	90% of the pre-paid tuition fees. A 10% administrative fee is deducted.	Paid within 4 weeks of receipt of all relevant documentation and completion of required processes by the University.
Less than 4 weeks' notice from course commencement but prior to commencement	50% of the pre-paid tuition fees in the first semester of enrolment	
After commencement	No refund payable	

Student withdrawal, packaged offer

Reason	Refund payable and calculation	Processing time
More than 4 weeks' notice from the La Trobe course commencement (as specified in the Letter of Offer)	Refund of any pre-paid tuition fees minus a \$3000 administration fee. Where the pre-paid tuition fee is less than \$3000, no refund is given.	Paid within 4 weeks of receipt of all relevant documentation and completion of required processes by the University.
Less than 4 weeks' notice from the La Trobe course commencement but prior to COB of the Census Date	50% of the pre-paid tuition fees, or the total amount of pre-paid tuition minus \$3000 administration fee, whichever is less. Where the pre-paid tuition fee is less than \$3000, no refund is given.	
After commencement of the principal course	No refund payable	