Lennox College does not collect more than $1500 in prepaid fees (fees in advance) from students for the majority of students, with exception of Higher Education, VET FEE-HELP and International Students, where tuition assurance arrangements apply. From time to time however a refund may be required for specific student cases. Refund information and arrangements are made available to clients prior to enrolment through:

- Lennox College’s relevant handbook for each stakeholder group;
- Lennox College website; and
- As a part of the Course Fees Agreement and Statement of Fees completed with the client prior to enrolment.

Refunds may be paid automatically, or sought and negotiated on an individual basis with Lennox College, on a case by case basis.

Lennox College has publicly published on its website, and makes students aware of this Refund policy before enrolment.

25.13.1 Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded course services. In these cases enrolment fees are non-refundable once the course service has commenced.

Co-enrolments

Lennox College charges a fee for each government subsidised course that a student enrols in, as relevant to the relevant government contractual requirements.

25.13.2 Refunds Prior to Course Services Commencement or Services Termination

Lennox College’s general refund arrangements for all clients and all course services are as follows:

<table>
<thead>
<tr>
<th>Refund Arrangements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee for Service Course Services</td>
<td></td>
</tr>
<tr>
<td><strong>Withdrawal Census Date / Withdrawal with No Penalty Cut off Date</strong> Lennox College’s withdrawal/census date is set at a minimum of 20% of the duration of the unit, and is the last day which students can withdraw from a unit and be eligible for a full refund of their unit fee. The withdrawal/census date applies to each individual unit of study and not to the course as a whole.</td>
<td>Full refund of course services fees paid.</td>
</tr>
<tr>
<td>Withdrawal after Withdrawal Census Date / Withdrawal with No Penalty Cut off Date</td>
<td>No refund applicable</td>
</tr>
<tr>
<td>Government Subsidised Course Services</td>
<td></td>
</tr>
</tbody>
</table>
Withdrawal Census Date / Withdrawal with No Penalty Cut off Date

Lennox College’s withdrawal/census date is set at a minimum of 20% of the duration of the unit, and is the last day which students can withdraw from a unit and be eligible for a full refund of their unit fee. The withdrawal/census date applies to each individual unit of study and not to the course as a whole.

<table>
<thead>
<tr>
<th>Refund Arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recognition of Prior Learning and/or Credit Transfer has been granted.</td>
</tr>
<tr>
<td>Lennox College is unable to commence the course for which the original enrolment and payment has been made.</td>
</tr>
<tr>
<td>Lennox College is unable to continue to deliver the course as agreed.</td>
</tr>
</tbody>
</table>

25.13.3 Refunds Due to Non-Provision of Services

Course fees are to be refunded in full if Lennox College is unable to commence the course service as agreed due to a lack of minimum student numbers or unforeseen circumstances.

Where Lennox College or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered. Where there is an instance of Lennox College default due to unforeseen circumstances, Lennox College will endeavour arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Lennox College will not refund fees paid.

25.13.4 Refunds Due to Client Request / Hardship Application

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student’s circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

Where delivery has commenced, course fees have been paid and a client believes a special circumstance refund is warranted, the client may apply for a refund in writing to:
All refund applications are assessed and processed within fourteen (14) days of the application being placed. The client will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

Lennox College does not typically provide a refund in cases where a student has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower student fee.

All clients have the right to appeal a refund decision made by Lennox College. Please refer to the Complaints section for further information.

25.13.5 Third Party Refunds

If course services fees have been paid to Lennox College by a third party, any refunds payable will be remitted to that third party.