

# Refund Policy

## SCOPE

1. This policy covers the refunds process for all fees payable for training services provided within Level Up English scope of registration, in accordance with National Code.

## PURPOSE:

2. To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.
3. Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

## PROCEDURE:

4. A copy of the refund request form can be requested from a Level Up staff member.
5. Details concerning the scope of LUA Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Terms and Conditions, Student Handbook, Application for Enrolment and Letter of Offer.
6. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## General Rules

- a) The refund process reflects the commitment by LUA to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- b) Refunds must be requested in writing to the Director of Studies of LUA.
- c) The Accountant of LUA will process refund requests and if approved, arrange payment within 20 working days.
- d) Refunds will be paid in Australian Dollars into the nominated bank account.
- e) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by LUA until the course start date.
- f) All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- g) The term "commencement" in this policy refers to the first day of the first program attended by the student.
- h) Issues with regard to payment are to be handled at the first available opportunity and directed to the DOS of LUA. All Refund Requests and issue refunds are to be logged in the Refund Log.
- i) If a student has received a promotion with 'free weeks', these are non-refundable and are calculated to be at the end of the enrolment.