

FEES AND REFUND POLICY AND PROCEDURE

1. POLICY OBJECTIVES

TLC Learning Academy is committed to providing assurance to its student and clients by always assuring that its courses will be delivered, quality training assessment and support services provided, and students' fees protected. TLC Learning Academy believes that no student should be financially disadvantaged and is therefore committed to working within a fair, equitable and transparent framework regarding giving refunds of payments where appropriate for all courses offered by TLC Learning Academy.

TLC Learning Academy will always, operate in full compliance with all legislative, regulatory and VET Quality Framework (VQF) requirement in regard to the provision of information about fees (which includes protection and refunds) to clients and students.

2. SCOPE

This policy applies to all students, either enrolling or re-enrolling in courses/qualifications (including short courses and full qualifications) at TLC Learning Academy and TLC Learning Academy staff.

3. POLICY STATEMENT

To ensure:

- Students and prospective students have access to transparent information about TLC Learning Academy's fee refund policy and the circumstances in which refunds are paid, in whole or in part, on tuition and/or course fees already paid.
- That TLC Learning Academy staff properly apply the policy and procedures for refunds of tuition and course fees to students so that all students are treated fairly with integrity when applying for refunds.

4. POLICY

TLC Learning Academy may accept payment of no more than \$1000 from each individual student prior to the commencement of a course. Following course commencement, TLC Learning Academy may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

A non-refundable enrolment fee of \$300.00 is payable upon enrolment and will not be refunded under any circumstances.

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In circumstances where TLC Learning Academy is unable to complete or commence delivery of training (TLC Learning Academy default) or where the student decides to withdraw from, or cancel their training enrolment, or is withdrawn/cancelled by the RTO (student default) a refund for tuition fees already paid may be refunded, in whole or in part, to the student. Refunds, if applicable, are to be paid within 28 days of receipt of an application and relevant documentation is to be recorded in the student file.

4.1. TLC default – refunds where TLC Learning Academy cannot complete delivery of a course.

In the unlikely event that TLC Learning Academy is unable to deliver a course in full, the student will be offered a refund of the undelivered training hours for which fees have been paid. Alternatively, the student may be offered enrolment on an alternative course by TLC Learning Academy (if eligible). The students will have the right to choose whether they would prefer a refund of residual tuition fees or accept a place on another course.

4.2. TLC default – refunds where TLC Learning Academy cancels a course.

Where TLC Learning Academy cancels a course, the student is entitled to a full refund of any tuition fees paid prior to the date of cancellation.

Refund applications must be completed and either sent or delivered in person to the TLC Learning Academy Manager for approval. Refunds will be made within 28 days of receipt of application and will include a statement explaining how the refund was calculated.

4.3. Student default – withdrawal by a student more than 7 days prior to course commencement

Students who cancel their enrolment more than 7 days prior to the scheduled course start date are entitled to a full refund of their tuition fees (upon return to TLC Learning Academy of any resources supplied for the course), or may reschedule their enrolment to another available course date within 2 months of the original course start date.

4.4. Student default – withdrawal by a student 5 to 7 days prior to course commencement

Students who cancel their enrolment between 5 and 7 days (inclusive) prior to the scheduled course start date will be granted a refund of 50% of the charged tuition fee, or may reschedule their enrolment to another available course date within 2 months of the original course start date.

4.5. Student default – withdrawal by a student within 48 hours of course commencement

Students who cancel their enrolment within 48 hours of the scheduled course start date will not receive a refund of their tuition fees. However, they may reschedule their enrolment to another available course date within 2 months of the original course start date.

4.6. Student default – withdrawal less than 48 hours before course start or non-attendance

Students who cancel less than 48 hours before the scheduled course start date, or who do not attend without prior notice, will not receive a refund of their tuition fees and are not permitted to reschedule their enrolment under any circumstances.

4.7. Rescheduling Conditions

Where rescheduling is permitted, the following conditions apply:

- Rescheduling is allowed only once per enrolment.
- Once a course has been rescheduled, no further rescheduling or refunds will be provided under any circumstances.
- Rescheduling requests must be submitted in writing to RTO Administration prior to the applicable deadline.

4.8. Refund Request Process

All refund requests must be made formally:

- Students are required to complete a Refund Request Form, available from TLC Learning Academy Administration or the TLC Learning Academy website.
- The completed form must be submitted to RTO Administration for assessment.
- Refunds will only be processed once the request is reviewed and approved in line with this policy. Refunds will be made within 28 days of receipt of the completed application, accompanied by a statement explaining how the refund was calculated.

4.9. Other refunds may also occur when:

- The student has overpaid the set tuition fee or enrolment fee. In that case, the difference will be refunded.
- When the student has paid the full fee and then provides evidence of a health care card valid at the time of course commencement within 5 working days of the course commencement, the difference will be refunded.

- TLC Learning Academy reserves the right to grant refunds in other circumstances as it sees fit. Such decisions are only to be made by the Chief Financial Officer and the TLC Learning Academy Manager.

4.10. Appeals

- Refund applicants dissatisfied with TLC Learning Academy's decision in relation to their refund request may choose to lodge an appeal under TLC Learning Academy's complaints and appeals policy. This policy and form are available upon request from TLC Learning Academy administration and on the TLC Learning Academy website.

5. HISTORY

03/02/2023 – TLC Policy and Procedure Template (1.6) original policy.

16/07/2025 – TLC Learning Academy now has short courses and external trainees.

2025 – Full policy rewrite: updated cancellation and refund tiers (more than 7 days, 5–7 days, within 48 hours, less than 48 hours/non-attendance), added rescheduling conditions (once-only, 2-month window), formalised refund request process via RTO Administration. Applies to short courses and full qualifications.