**Fees and Refunds Policy**

**Purpose and Scope**

This policy applies to domestic students who wish to enrol or are currently enrolled in a Lead Institute course.

Lead Institute will run a viable business through working ethically and honestly with all stakeholders. This policy is designed to meet the Standards for Registered Training Organisations 2015 Clause 5.3.

**Policy**

Lead Institute will charge students the advertised price of the course. The Chief Executive Officer and other relevant stakeholders determine fees and charges. Adjustments and reviews will occur at least, annually to ensure that our product is priced appropriately and that the payment structures meet industry guidelines and student needs.

Lead Institute advises students prior to enrolment of:

* The fees applicable to the training and/or assessment to be undertaken;
* The organisation’s cancellation and refund policy;
* The nature of the organisation’s guarantee should it not be able to deliver the training outlined in the agreement with the student.

In this document, you will find information regarding:

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[Financial Hardship Procedure](#Financial_Hardship) …………………………………..……………………………………………………….3

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Payment plans will be developed for each student so that they understand their financial obligations to Lead Institute and may budget accordingly. A clear plan will be given to the student. Invoices will be issued as per the Payment Plan.

**Payment Arrangements**

* A payment plan is provided to the student following the confirmation of your enrolment
	+ 5% deposit prior to course commencement.
	+ 10% first payment is due within four (4) weeks of course commencement.
	+ Payment Plan will include due dates and payment methods.
* Payment of invoices is expected within normal business terms of fourteen (14) days.
* If Lead Institute gains government contracts then, government-funded candidates transfer to another RTO then fees collected are subject to applicable state, territory or national legislation governing such arrangements.
* The student’s upfront fees (deposit) will be no more than $1500.

**Payment Options**

On enrolment, students will select one of the following options:

• Pay the required upfront fees prior to the commencement of training;

• Present a signed letter from the employer to invoice that employer for the Course Fees (and other charges as applicable) that relate to that student.

Students who fail to select one of the above options will not be enrolled.

**Concessions**

This will apply upon receipt of Government Contracts. Some domestic students who are enrolled in government-funded training may be eligible for further concessions. Where further concessions are available, the RTO will review and implement any requirements applicable under state, territory or national legislation governing such arrangements.

**Short Courses**

The following applies for all students applying for short courses delivered by Lead Institute:

* Invoice will be sent to students once they have signed the Letter of Offer. Students will receive a confirmation of enrolment once all fees are paid.
* 100% program fee payment due 1 week prior to commencement.
* Full refund for cancellations up to the Friday before commencement.
* No refund for any cancellation after course commencement

**Financial Hardship**

Students enrolled with Lead Institute may apply for special consideration for payment of their fees if they are experiencing financial hardship.

Financial hardship is defined by the Lead Institute as follows:

Where a student is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Any student who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship form. This form is to be completed prior to enrolment with Lead Institute, or in the event of unforeseen circumstances, during enrolment.

In making an application, the student should include the reason(s) behind their hardship. This may include (but is not limited to):

• Receipt of pension / government support

• Single carer status

• Dependents living with you

• Unexpected medical or other health issues, especially if likely to be prolonged

• A young person who is refused school entry

• Young person (under 25) living independently (with no parental support)

• Homelessness

• Long term unemployment

• Recent loss of a job, and enrolment at Lead Institute for purposes of retraining

• Career change required due to reduced physical capacity

Each case is handled individually, and all decisions made are at the sole discretion of the Chief Executive Officer.

The Chief Executive Officer may also, at their sole discretion, devise payment plans for students experiencing financial hardship. It is expected that students will agree to and adhere to the payment plans provided to them.

**Financial Hardship Procedure**

1. Student contacts LEAD Institute and express an interest in a course offered;

2. Student requests Financial Hardship Form from RTO Administration;

3. Completed form to be returned to RTO Administration;

4. Application to be considered within five (5) working days;

5. The outcome of Application sent to the student in writing (may also include verbal confirmation over the phone);

6. The student to decide whether to proceed with enrolment or not;

7. If the decision made to proceed with enrolment, normal enrolment process followed.

Should an existing student be in a situation where they are experiencing financial hardship mid enrolment, the same procedure will apply from Point 2. The Chief Executive Officer will consider the student’s remaining fees when deciding how to progress with the application.

**Refund Policy**

Requests for refunds need to be made in writing and submitted to Administration. Refund Forms are available from the administration department as well as the Lead Institute website.

Reasons to request a full refund may include:

• Withdrawing from a training program;

• The student enrolls in another training program or a university program;

• Unable to continue the training program due to illness or injury.

If the request is made prior to the commencement of training, then a full refund is applicable.

If a student withdraws from a course prior to its completion for reasons other than those related to occurrences that were beyond their control (see Compassionate/Compelling Refund), then Lead Institute will offer a maximum of 30% refund for parts of the course not yet completed or undertaken.

When fees have been paid/will be paid by an employer and the candidate leaves that place of employment, no credit will be available to either the candidate or the employer. Fees paid for an individual’s training are non-transferable.

**Compassionate and Compelling Refund**

Compassionate and Compelling refunds will only be considered if students withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases, relevant documentary evidence will be required.

Requests for refunds must be lodged in writing within two weeks of the withdrawal date. Lead Institute will refund up to 40% of the course fees to successful applicants.

**Deferments and Extensions**

Lead Institute will permit extensions to students seeking extra time to complete assignments.

• The first extension application will be free of charge.

• All subsequent applications will be charged at a rate of $100.

• Extension periods last for a period of two (2) weeks.

Students must contact Lead Institute at least one (1) week prior to a submission or completion due date to apply for an extension. Lead Institute reserves the right to refuse an extension in its absolute discretion.

Students seeking to defer their studies must state an intention to do so prior to the commencement of training or within two (2) weeks following the commencement of training. Deferments will only be granted for a period of up to six (6) months additional time. Applications for deferment must be made in writing.

In the event that a student does not complete their course in time and does not seek either an extension or deferment for the course as directed above, then their training will be considered incomplete. No refund will be given, and a new enrolment must be pursued.

**Other Fees and Charges**

Incidental fees and charges are listed on the Lead Institute Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

**Lead Institute Cancellations or Postponements**

Should unforeseen circumstances occur that impact on the successful commencement of the course in question, then Lead Institute will advise all clients/participants at least 3 working days prior to the intended course commencement date.

Where Lead Institute is forced to halt a course or program midway, the company will refund any fees collected for phases of study not yet completed and also assist students in every way possible to find a suitable alternative provider.