

Domestic Student Refunds

Purpose

The purpose of this policy is to ensure that potential students, current students, or employers are provided accurate, timely and sufficient information regarding refunds associated with KCA Education (KCA) courses.

Scope

This policy applies to domestic students having an understanding of what entry requirements including English and Language proficiency, educational qualifications or work experience, and course credits to study a course with KCA and provides a benchmark to admissions staff when assessing an application from a potential student.

Responsibility

Responsibility (R)	Accountability (A)	Consult (C)	Inform (I)
Student Admissions	Training Manager	Chief Executive Officer	Quality Assurance

Applicable Legislation/Contracts

- VET Quality Framework – National Standards for RTO’s Clauses 5.2,5.3,7.3, AQF

Related Policies/Procedures

- Letter of offer and acceptance V2
- Domestic Student Complaints and Appeals Policy V2

Policy

The amount of fees, including program fees, administration fees, material fees, and any additional fees which may be applicable for services, and the payment terms where applicable, have been already provided to you.

Please do not hesitate to speak with our enrolment representative should you have any questions or concerns prior to the commencement of your course.

The following conditions apply to any refunds:

- KCA reserves the right to cancel or postpone a course prior to its scheduled commencement date, if required. All course fees are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances. Pre-paid fees may be transferred to an alternative enrolment where the student agrees. KCA will notify students in writing as soon as practicable should this occur, and inform students of their rights, and where appropriate how the student may initiate their studies, for example through provision of a list of other training providers offering the course/qualification.
- Where KCA has commenced, but is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student. Students will be notified in writing as soon as practicable of the cancellation, and will be informed of their rights as above.
- Cooling off period: We provide students with a cooling-off period of 7 days after submitting your application for enrolment. An administration fee may apply for any cancellations within the cooling off period.
- Students may cancel their enrolment for any reason, up to 7 days (the "cooling off" period) following the submission of their application for enrolment. For full fee paying students only, please be aware that we may retain a non-refundable administration fee for cancellations within the cooling off period.

Please also note, that students who have accessed government funding will be notified of any applicable enrolment fee prior to enrolment. Queensland students who've accessed a Certificate 3 Guarantee or Higher Level Skills funded place, are eligible for a refund of the student contribution fee paid, for any units not commenced at the time of withdrawal.

- It is KCA's policy when approaching potential students directly that students are not required to sign on the spot. When using these approaches, Sales Teams are required to record the potential students contact details and potential course interests. At this point, there is no obligation for the student to enrol in any course offered by KCA.
- For information on fees, refunds and whether a cooling off period is applicable for your enrolment, please refer to the terms and conditions for your enrolment.

If you fail to notify KCA of your cancellation in writing you will be deemed as still being enrolled and you will be liable to pay the Course Fee in full. If a student is able to demonstrate that matters beyond their control have resulted in their cancellation then a request for a refund, in full or for a proportion of the fees paid, maybe submitted to KCA for consideration. Any such application will be considered on its merits.

You can find more information within KCA's Student Fees and Refund Policy, available on the **KCA Website:** <https:kca.edu.au>