

Refund Policy

KCA Education (KCA) is committed to providing quality training and assessment in accordance with the *2025 Standards for RTOs* and/or its successor. As such, KCA is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds. KCA ensures that all prospective students are provided with clear and accurate information regarding fees, charges and refund conditions before enrolment and that fee information is transparent and accessible.

KCA is committed to ensuring fair and reasonable refund practices.

KCA will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

Policy Principles

The following principles underpin this policy.

- Details of KCA's Refund Policy are to be publicly available.
- With regard to all withdrawals, KCA will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- There is no refund applicable where a client has commenced their course / unit.
- There is no refund to participants who do not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client.
- KCA does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- KCA provides a full refund to all clients, should there be a need for KCA to cancel a course. In the first instance KCA will (where possible) provide an opportunity for the client to attend another scheduled course.
- If KCA cancels a course, clients do not have to apply for a refund, KCA will process the refunds automatically.
- If a client is dissatisfied with a refund decision, they may access KCA's Complaints and Appeals process as outlined in the Complaints and Appeals Policy.

- Refunds for cancellation of enrolments are granted on a sliding scale (See Below 0 & 0).

Short Courses & Skill Sets

Refunds for enrolments in individual classroom-based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by KCA	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by KCA		100% of the course fee (paid by the client)

- A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

Qualifications / Accredited Courses

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Fee Type	Description	Fee \$\$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced / attended / completed from within the qualification / Accredited course	Full Unit fee payable by the client Nil Refund

Fee Type	Description	Fee \$\$
Unit Fee – Not Commenced	For all individual units NOT commenced / attended / completed from within the qualification / Accredited course	Full Unit fee paid by the client is Refunded

KCA may consider refund requests in exceptional circumstances such as serious illness, hardship or other circumstances, at the discretion of management.

KCA’s Responsibilities

The General Manager is responsible for ensuring compliance with this policy.

The Accounts Manager will process refund requests within 4 weeks from the day of receipt.

The General Manager is responsible for monitoring the implementation of this policy and ensuring compliance with the *2025 Standards for RTOs* and relevant consumer protection legislation.

The Accounts Manager will be responsible for processing approved refunds and maintaining accurate financial records of refund transactions to improve transparency and strengthening student support practices.