

Cancellation and Refund Policy and Procedure

1. Purpose

- 1.1. This policy outlines the circumstances under which students are eligible for fee refunds and the amounts refundable in such cases.
- 1.2. This policy has been developed in line with the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, the Education Services of Overseas Students Act 2000 (ESOS Act 2000), Standards for Registered Training Organisations (RTOs) 2015.

2. Scope

- 2.1. This policy applies to any prospective, commencing or returning students enrolling in any course/s at DNA Kingston Training.

3. Statement

- 3.1. Once an applicant accepts a place offered by DNA Kingston Training and pays fees, a binding contract is created between the student and DNA Kingston Training.
- 3.2. A student may cancel their enrolment in a unit of study, though just cause, at the discretion of the College will be required. VISA requirements and regulation will apply. A student will be subject to a cancellation charge as outlined in Section 4. Refund Tables below.
- 3.3. For the purposes of this policy, cancellation charges for withdrawal from program will be based on semester fees which are defined as one full-time semester (two terms) of study in any program at DNA Kingston Training.
- 3.4. Notification of withdrawal from a unit of study or course must be made in writing to DNA Kingston Training within 2 weeks of the official withdrawal date on forms available from the web site. A Refund Request Form is available by contacting administration at: admin@dnakingstontraining.edu.au or phone 1300 855 503.
- 3.5. Refund Request Form can be submitted by email to admin@dnakingstontraining.edu.au, post or in person to our head office. Requests must be signed by the student. Where a student under the age of 18, the form must be signed by a Parent or Guardian.
- 3.6. No refunds are given for tuition fees unless the student has completed, cancelled or withdrawn from their course in writing, with just cause approved by the College and meets VISA and regulatory requirements.
- 3.7. Where the student is entitled to a refund of fees under this policy, the refund will be paid within 4 weeks of receiving a written (or online) request from the student on the appropriate forms and evidence as required. Refund will be subsequent to all relevant details being supplied and meeting regulatory and VISA requirements.
- 3.8. Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the student on the Refund Request form, or, where fees were paid by credit card, by issuing a credit to that credit card.
- 3.9. Refunds will be paid in Australian dollars to the person who entered into the contract with the institution (normally the student), unless that person gives a written direction to the institution to pay the refund to another person.
- 3.10. Students are entitled to a full refund of fees and charges where:

- 3.10.1. The course does not start on the agreed starting day;
- 3.10.2. A course/qualification or module/unit of competency is cancelled;
- 3.10.3. A student is not given a place due to maximum number of places being reached;
- 3.10.4. The course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)
- 3.11. In the event of a provider default, the College will compensate the overseas student within 14 days of the default day by either:
 - 3.11.1. Arranging for the student to be offered a place in an alternative program at college expense and the student accepts the offer in writing; or
 - 3.11.2. Providing a refund as stipulated in the Fee Refund Schedule.
- 3.12. A student who fails to re-enrol in a study period by the last day to enrol will be deemed to have withdrawn from their program. Cancellation charges will be applied effective of the last day of enrolment.
- 3.13. Refunds will be assessed in accordance with the refund policy that applies at the time the completed refund form has been submitted.
- 3.14. Students who are not satisfied with any decision on any refund application may register a complaint in accordance with the Complaints and Appeals Policy
- 3.15. International students granted Permanent Residency (PR) in Australia may become eligible for domestic student tuition fees.
- 3.16. Where an international student advises the College they have been granted Permanent Residency status and the international tuition fee has already been paid, the difference between that fee and any owing under the applicable rate for a permanent resident in that program will be refunded if the student provides original documentation to prove PR status by the census date for that study period. If commenced Semester - two weeks into Term, International fees apply for the Term.
- 3.17. Admissions fee is non refundable.
- 3.18. Materials fee / Resource fee once commenced course is non refundable.

4. Refund and Cancellation table

4.1. International Students:

Cancellation/ Refund of Fees – please note that the Application Fee is non-refundable

Student Default	Timeline	Evidence Required	Cancellation Fee	Refund
Student Visa refused before Commencement	Before Course Commencement	Copy of Letter from DoHA student visa decision	5% of total course fee or \$500.00 whichever is less	Full refund minus the cancellation fee & appli fee
Student Visa refused due to fraudulent documents	Before Course Commencement	Copy of Letter from DoHA student visa decision		No Refund

Student Visa refused after the course has started	After Course Commencement	Copy of Letter from DoHA student visa decision	5% of total course fee or \$ 500.00 or applicable tuition fee pro rata	Refund calculated pro rata, based on the number of weeks, minus the cancellation fee & appli fee
Student with a student visa / CoE withdraws	More than 10-weeks before course start		\$ 750.00 cancellation administration fee 30% of Semester course fee	Full refund on prepaid tuition fees, minus cancellation and appli fee
Student with a student visa / CoE withdraws	Less than 10 weeks but more than 4 weeks before course start		\$ 1000.00 cancellation administration fee 60% of Semester course fee	40% on prepaid tuition fees, minus cancellation fee and appli fee
Student with a student visa / CoE withdraws	Less than 4 weeks before course start		\$ 1500.00 cancellation administration fee 70% of Semester course fee Plus resources/uniforms (even if not used by student)	30% on prepaid tuition fees, minus cancellation fee and appli
Student with a student visa / CoE withdraws	On course start		Full Course Fee \$1,500 cancellation administration fee Plus resources/uniforms (even if not used by student)	No refund

5. RTO Default

DNA Kingston Training fails to provide the course offered, or terminates a service offered or ceases to operate	At all times	Full Refund if the student wishes to transfer to another provider, except if the students get cancelled by provider due to non-payment of fees or non-progression in their course. If TPS is responsible, please check the website https://tps.gov.au/StaticContent/Get/StudentInformation
--	--------------	--

6. Type of Fees

Application Fee	Is a one-off fee for an international student visa application and is non-refundable
Tuition Fee(s)	Tuition fee: Fees that are directly related to the provision of a course (Training/Tuition) that the provider is providing or offering to provide to the student
Course Fee	The total amount required to undertake the course = tuition fee + Non-Tuition fee eg (Resources) (Admission fees) etc Which is identified in the offer letter.
Resource Fee	The resource fee is to cover additional learning resources including books, e-books, industry placements, excursions, WIFI, LMS (It is a once off fee per course and is non-refundable after the course has started.
Cancellation Fee	The cancellation fee covers the administration cost of a cancellation

7. Other Fees and Charges

Course Variation	\$ 150.00 per variation
Recognition of Prior Learning (RPL): Application Fee; and Assessment Fee	\$ 500.00 Depending on qualification/ Unit selection
Re-assessment Fee (CRICOS) per Assessment	\$ 50.00
Re-print of Statement of Attainment	\$ 75.00
Re-print of Testamur	\$ 75.00
Priority Certificate Issuing	\$ 100.00 (Certificate will be issued within 3 Business days upon receiving Final Assessment Record from Trainer and given that all required documents have been submitted correctly.)
Documents retrieval fee	\$ 30.00
Postage of qualification within Australia	\$ 20.00 Registered mail only
Postage of qualification outside of Australia	A minimum of \$ 50.00 depending on country Registered mail only
Photocopying & Printing:	\$ 0.20 Black and white \$ 0.40 Colour
Re-issue of Student Card	\$ 20.00
Airport Pick up	\$100.00
Cancellation Fees	As per the policy
Credit Card Fees	Mastercard Credit – 0.5% Visa Credit – 0.9% Mastercard Debit – 0.6% Visa Debit – 0.5%

Late Payment of Fees (issued with warning letter)	\$ 200.00
Bank Fees (General)	At cost
Declined Direct Debit	\$ 20.00 per decline
Adjustment of Direct Debit	\$ 50.00 per adjustment
Debt Collection	10% of the total amount outstanding

8. Procedure

- 8.1. Details of all refunds will be retained for audit purposes.
- 8.2. A record of the decision in relation to the refund request will be put in writing and sent to the student (or parent /guardian for students under 18 years of age)
- 8.3. A copy of the request for refund and outcome will be placed in the student file.
- 8.4. Where a student is entitled to a refund of fees under this policy, the refund will be paid within four (4) weeks of receiving the written request subject to conditions as per 3.6 and 3.7.
- 8.5. Where a student is entitled to a refund of fees arising from “provider default”, the refund will be paid within 2 weeks of the date of the provider default.
- 8.6. Refunds will only be made by direct deposit (electronic funds transfer) into a bank account or refunded to a credit card as nominated by the student or parent/guardian if student under 18 years as on the request form / in writing.


9. If a currency other than Australian dollars is requested and agreed by DNA Kingston Training to pay, the student will be expected to cover the exchange rate fees as charged by the bank of either party. This amount will be deducted from any refund. The exchange rate will be as per the rate offered on the day of transfer by DNA Kingston Training bank.

- 9.1. Prior to commencing their course, and subject to approval, students may apply in writing to defer their course commencement to a later date. DNA Kingston Training will credit any fees paid to the agreed future date, without penalty.
- 9.2. Students may seek a review of any decision related to a refund application by submitting an appeal to Management.

10. Administration

- 10.1. This policy and related documentation is accessible by students on the DNA Kingston Training website.
- 10.2. Staff will be advised of this policy and related procedures via email and staff information sessions.
- 10.3. Should supporting documentation be required it may include the following:

- Students should ensure that their supporting documentation complies with DNA Kingston Training requirements and may include any of the following forms of evidence:
- an original document or certified copy by a Justice of the Peace or equivalent;
- an original medical certificate that details the condition, where medical circumstances apply;
- a statutory declaration, where relevant;
- a detailed account of the circumstances or events that are relevant to the application, including specific dates, and demonstrates how it meets the special circumstances section of this policy;
- an honest representation of the circumstances; and
- other documentation requested by DNA Kingston Training.
- Supporting documents will need to be in English or translated and certified as an official translation from an official authority.

<p>Kingston Training and Employment Pty Ltd</p>  <p>Provider No: 6811 CRICOS Provider No: 02899B</p>	
Policy Title	Cancellation and Refund Policy and Procedure
Policy Renewal	Every 2 years
Responsibility	College Manager

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 09	Oct 2015	Merge Local and International student policy
Version 10	Sept 2018	Revised tables
Version 11	March 2019	Changes to format & Latest standards updated
Version 12	July 2022	General review and changes to publicly funded
Version 13	July 2023	Conditions and changes to refund grid