

## REFUND POLICY

<b>Version:</b>	1.001JAN2024JRAYNE.
<b>Authorised by:</b>	James Rayne, Principal Executive Officer.
<b>Effective date:</b>	1 Jan 2024.
<b>Scope:</b>	All campuses of Kingston International College in Australia.
<b>Moderated by:</b>	James Rayne, Principal Executive Officer.
<b>Validated by:</b>	Jasper Dong, Administrative and Student Support Manager.
<b>Aim:</b>	The aim of this policy is to provide refund and cancellations information and conditions to all stake holders of Kingston International College.
<b>Purpose:</b>	The purpose of this policy is to ensure that Kingston International College remain compliant with relevant legislative and regulative requirements such as, but not limited to: <ul style="list-style-type: none"> <li><b>A.</b> <i>National Code 2018 Standard 2.1.7 and standard 3.4.2 and</i></li> <li><b>B.</b> <i>Education Services for Overseas Students Act 2000 where applicable and</i></li> <li><b>C.</b> <i>RTO standards 2015 standard 5.3, standard 8 and Schedule 6.</i></li> </ul>
<b>Targeted audience:</b>	The policy applies to all stakeholders of Kingston International College, notably active students, potential students, education agents and migration agents and employees.

### 1.0 POLICY STATEMENT

#### 1.1 DEFINITIONS

In this policy, the below definition, per Kingston International College, applies:

**1.1.1** An **active student** of Kingston International College (Here-in KIC) means a student who:

- A.** Holds a KIC Confirmation of Enrolment (Here-in COE) (International visa holders only) *and/or*
- B.** Is currently enrolled in a current and/or future KIC course, regardless of whether the student is onshore (in Australia) or offshore (outside of Australia).

**1.1.2** A **potential student** of KIC means a student who wishes to enrol in KIC and whom:

- A.** Does not hold a KIC Confirmation of Enrolment (COE) (International visa holders only) *and/or*
- B.** Is not enrolled in a current and/or future KIC course.

**1.2** Kingston International College (Here-in KIC) has **4 terms in an academic calendar year** (40 academic weeks and 12 weeks of study breaks) whilst a term has 10 academic weeks and at least 2 weeks of study break. Each intake / batch has their own respective timetable which depicts the number of terms in each course and the weeks and dates of each term.

#### 1.3 FEE STRUCTURE

KIC has their own fee structure which are defined as:

**1.3.1 Application fee:** The cost of applying in a KIC course.

- 1.3.2 **Commitment fee:** A fee which is payable by an active or potential student prior commencement of their course in KIC as a genuine sign / intention to study in KIC.
- 1.3.3 **Tuition fee:** The cost of academic lectures / guidance / activities/ assessment provided in a course.
- 1.3.4 **Resource fee:** The cost of academic and administrative resources and materials in a course.
- 1.3.5 **Study reassessment plan fee:** The cost to reassess a unit of competency or an ELICOS General English topic / module. *(See KIC reassessment fee policy for more details).*
- 1.3.6 **Administration fee:** The cost of clerical duties and processes incurred in processing cancellation of COE/s and withdrawals of enrolments of an active or potential student of KIC.
- 1.3.7 **Re-enrolment fee:** A fee incurred by an active student in the event where management intervene and sanction a re-enrolment of course as an academic disciplinary measure. This generally involves a fee to re-issue / extend COE/s to ensure the active student successfully completes their course within the designated time. *(See KIC reassessment fee policy for more details).*

#### 1.4 APPLICATION TIMEFRAME

KIC will process all refund applications within 20 working days (bar week-end days) from the date such an application was received as long as:

- 1.4.1 The applicant or entity representing / acting on behalf of the active or potential student, has made due payments to KIC and is eligible to a refund *(See refund eligibility table) and*
- 1.4.2 All the required details on the refund application form have been completed by the applicant or entity *and*
- 1.4.3 Supporting evidence, in the event of compassionate reasons or compelling circumstances, are submitted with the refund application *and*
- 1.4.4 The applicant's / entity's nominal bank account details provided to KIC, are accurate.

#### 1.5 LIABILITY

An applicant or an entity representing / acting on behalf of an applicant, cannot hold KIC liable, for the purpose of a refund, if:

- 1.5.1 The applicant's / entity's nominal banking details provided to KIC by the applicant or entity;
  - A. Are inaccurate *and*
  - B. Resulted into the refund being processed into a 3<sup>rd</sup> party account.

#### 1.6 MONETARY CURRENCY

All refund application by KIC, will be processed into Australian Dollars (AUD) currency.

#### 1.7 LIMITATION OF STATUTORY CLAIMS

Kingston International College (KIC), will not entertain nor process a refund application or claim if:

- 1.7.1 The active student or potential student or entity representing the active / potential student, if eligible, did not lodge a refund application within 90 working days (bar week-end days) of, either, their:
  - A. Course cancellation by KIC due to violations of KIC policy/s *and/or*
  - B. COE/s cancellation by KIC due to violations of KIC policy/s *or*
  - C. Student initiated course or COE/s cancellation due to compassionate reasons or compelling circumstances.

## 1.8 REFUND ELIGIBILITY TABLE

An active student of KIC or potential student of KIC or entity representing or acting on behalf of a KIC student, must refer to the refund eligibility conditions below prior lodging a refund application:

### CLAUSE 1.8.1: VIOLATION OF POLICIES

The COE/s and/or enrolment of the active student has been cancelled by KIC due to violation of:

- A. Course progress policy *and/or*
- B. Course tuition fee policy *and/or*
- C. Attendance policy *and/or*
- D. Misconduct policy.

FEE TYPES	PRIOR TERM/S (Completed) REFUND GRANTED	CURRENT TERM (Already commenced) REFUND GRANTED	SUBSEQUENT TERM/S / COURSES (Yet to commence) REFUND GRANTED
Application	Nil	Nil	Nil
Commitment	Nil	Nil	Nil
Tuition	Nil	Nil	Full refund
Resource	Nil	Nil	Nil
Study reassessment plan	Nil	Nil	Nil
Re-enrolment fees if any	Nil	Nil	Full refund

Administration fee charged by KIC to process refunds and cancellations = \$500

#### Example of Clause 1.8.1:

James has enrolled in KIC for a 4-term course (52 weeks duration Cert III CC). James has paid all his course fees upfront. James was cancelled in the middle of term 3 (as per his course timetable) due to violation of course progress policy. James' refund eligibility is as per below:

FEE TYPES	TERM 1 (Completed)	TERM 2 (Completed)	TERM 3 (Current) (Cancelled in mid-term)	TERM 4 (Subsequent)
Application (\$250)	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>
Commitment (\$1000)	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>
Tuition (\$10500)	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>
Resource (\$1500)	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>NO REFUND</b>
Study reassessment plan (paid a total of \$900 for reassessment of units due to being deemed as not yet competent)	\$225 (paid) <b>NO REFUND</b>	\$450 (paid) <b>NO REFUND</b>	\$0 <b>NO REFUND</b>	\$225 (paid) <b>NO REFUND</b>
Re-enrolment fees if any (nil)	\$0 <b>NO REFUND</b>	\$0 <b>NO REFUND</b>	\$0 <b>NO REFUND</b>	\$0 <b>FULL REFUND</b>
<b>Total amount</b>				\$2,625
<b>Minus administration fee charged</b>				-\$500
<b>Total refund eligible</b>				<b>\$2,125</b>

### **CLAUSE 1.8.2: NO VISA OBLIGATIONS TO REMAIN ENROLLED IN A CRICOS RTO**

The active student withdraws from a course, regardless if the student has attended any classes, due to no visa requirements / obligations to remain enrolled in a CRICOS Registered training provider.

*(Applicants must attach / provide evidence of current visa conditions while applying or a refund).*

<b>FEE TYPES</b>	<b>PRIOR TERM/S (Completed) REFUND GRANTED</b>	<b>CURRENT TERM (Already commenced) REFUND GRANTED</b>	<b>SUBSEQUENT TERM/S / COURSES (Yet to commence) REFUND GRANTED</b>
Application	Nil	Nil	Nil
Commitment	Nil	Nil	Nil
Tuition	Nil	Nil	Full refund
Resource	Nil	Nil	Full refund
Study reassessment plan	Nil	Nil	Full refund (if reassessment has not commenced)
Re-enrolment fees if any	Nil	Nil	Full refund

Administration fee charged by KIC to process refunds and cancellations = \$500

#### **Example of Clause 1.8.2:**

James has enrolled in KIC for a 4-term course (52 weeks duration Cert III CC). James has paid all his course fees upfront. James got approved for a 485 visa while studying in week 4 of term 2 (as per his course timetable), which does not require him to be enrolled in a CRICOS college. He decided to withdraw immediately from his studies in KIC. James' refund eligibility is as per below:

<b>FEE TYPES</b>	<b>TERM 1 (Completed)</b>	<b>TERM 2 (Current) (485 visa approved)</b>	<b>TERM 3 (Subsequent)</b>	<b>TERM 4 (Subsequent)</b>
Application (\$250)	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>
Commitment (\$1000)	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>
Tuition (\$10500)	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>
Resource (\$1500)	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>FULL REFUND</b>	\$375 (paid) <b>FULL REFUND</b>
Study reassessment plan (paid a total of \$900 for reassessment of units due to being deemed as not yet competent)	\$225 (paid) <b>NO REFUND</b>	\$450 (paid) <b>NO REFUND</b>	\$0 (No reassessment) <b>FULL REFUND</b>	\$225 (paid) (Did not commence reassessment) <b>FULL REFUND</b>
Re-enrolment fees if any (nil)	\$0 <b>NO REFUND</b>	\$0 <b>NO REFUND</b>	\$0 <b>FULL REFUND</b>	\$0 <b>FULL REFUND</b>
<b>Total amount</b>				\$6,225
<b>Minus administration fee charged</b>				-\$500
<b>Total refund eligible</b>				<b>\$5,725</b>

### **CLAUSE 1.8.3: VISA REFUSED / CANCELLED BY DOHA**

The active or potential student withdraws from a course, regardless if the student has attended any classes, due to their visa being refused or cancelled by the Department of Home Affairs (DOHA) (Compelling circumstance).  
(Applicants must attach / provide evidence of current visa conditions while applying for a refund).

<b>FEE TYPES</b>	<b>PRIOR TERM/S (Completed) REFUND GRANTED</b>	<b>CURRENT TERM (Already commenced) REFUND GRANTED</b>	<b>SUBSEQUENT TERM/S / COURSES (Yet to commence) REFUND GRANTED</b>
Application	Nil	Nil	Nil
Commitment	Nil	Nil	Full refund
Tuition	Nil	50% of fees paid	Full refund
Resource	Nil	Nil	Full refund
Study reassessment plan	Nil	Nil	Full refund (if reassessment has not commenced)
Re-enrolment fees if any	Nil	Nil	Full refund

Administration fee charged by KIC to process refunds and cancellations = \$500

#### **Example of Clause 1.8.3:**

James has enrolled in KIC for a 4-term course (52 weeks duration Cert III CC). James has paid for his course upfront. James' visa was cancelled / refused by the DOHA in week 4 of term 1 (as per his course timetable) and he cannot study any further. James' refund eligibility is as per below:

<b>FEE TYPES</b>	<b>TERM 1 (Current) (Visa cancelled/refused)</b>	<b>TERM 2 (Subsequent)</b>	<b>TERM 3 (Subsequent)</b>	<b>TERM 4 (Subsequent)</b>
Application (\$250)	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>
Commitment (\$1000)	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>FULL REFUND</b>	\$250 (paid) <b>FULL REFUND</b>	\$250 (paid) <b>FULL REFUND</b>
Tuition (\$10500)	\$2,625 (paid) <b>50% REFUND (\$1,312.5)</b>	\$2,625 (paid) <b>FULL REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>
Resource (\$1500)	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>FULL REFUND</b>	\$375 (paid) <b>FULL REFUND</b>	\$375 (paid) <b>FULL REFUND</b>
Study reassessment plan (Has not been deemed as Not Yet Competent and hence no reassessment were booked)	\$0 <b>NO REFUND</b>	\$0 (No reassessment) <b>FULL REFUND</b>	\$0 (No reassessment) <b>FULL REFUND</b>	\$0 (No reassessment) <b>FULL REFUND</b>
Re-enrolment fees if any (nil)	\$0 <b>NO REFUND</b>	\$0 <b>FULL REFUND</b>	\$0 <b>FULL REFUND</b>	\$0 <b>FULL REFUND</b>
<b>Total amount</b>				\$11,075.50
<b>Minus administration fee charged</b>				-\$500
<b>Total refund eligible</b>				<b>\$10,575.50</b>

### CLAUSE 1.8.4: STUDENT TRANSFER TO ANOTHER RTO

The active or potential student withdraws from a course, regardless if the student has attended any classes, because they wish to transfer to another RTO due compassionate reason/s and/or compelling circumstances.

*(Applicants must be approved a withdrawal of course prior applying for a refund application if eligible).*

FEE TYPES	PRIOR TERM/S (Completed) REFUND GRANTED	CURRENT TERM (Already commenced) REFUND GRANTED	SUBSEQUENT TERM/S / COURSES (Yet to commence) REFUND GRANTED
Application	Nil	Nil	Nil
Commitment	Nil	Nil	Nil
Tuition	Nil	Nil	Full refund
Resource	Nil	Nil	Full refund
Study reassessment plan	Nil	Nil	Full refund (if reassessment has not commenced)
Re-enrolment fees if any	Nil	Nil	Full refund

Administration fee charged by KIC to process refunds and cancellations = \$500

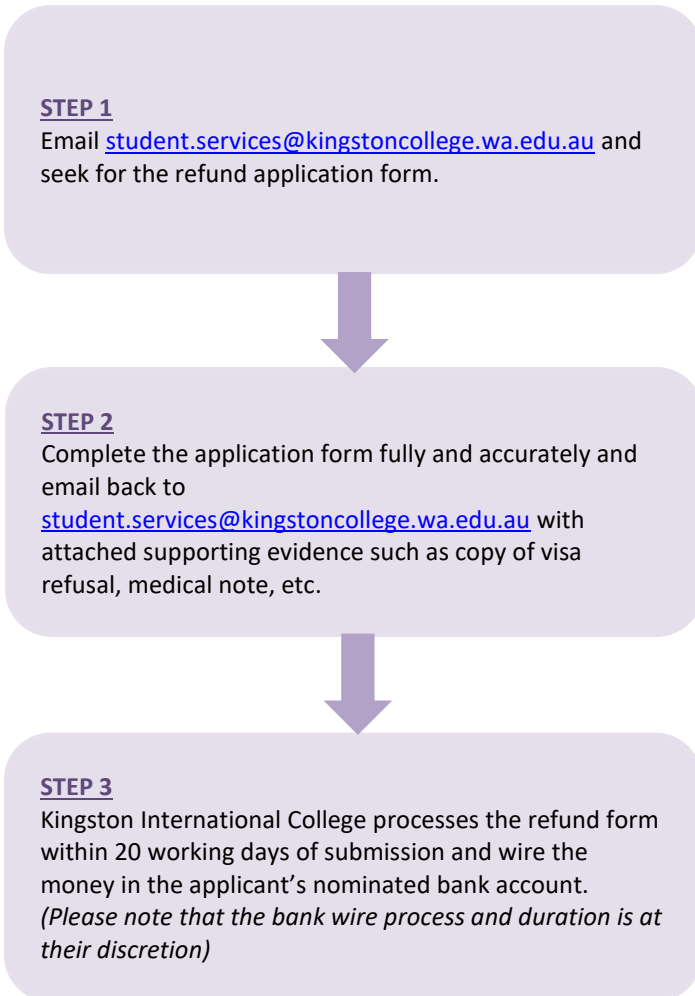
#### Example of Clause 1.8.4:

James has enrolled in KIC for a 4-term course (52 weeks duration Cert III CC). James has paid for his course upfront. James has been approved a withdrawal of his courses to transfer to another CRICOS provider due to compassionate reasons in term 2 week 9 (as per his course timetable). James' refund eligibility is as per below:

FEE TYPES	TERM 1 (Completed)	TERM 2 (Current) (Withdrawal approved)	TERM 3 (Subsequent)	TERM 4 (Subsequent)
Application (\$250)	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>	\$62.50 (paid) <b>NO REFUND</b>
Commitment (\$1000)	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>	\$250 (paid) <b>NO REFUND</b>
Tuition (\$10500)	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>NO REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>	\$2,625 (paid) <b>FULL REFUND</b>
Resource (\$1500)	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>NO REFUND</b>	\$375 (paid) <b>FULL REFUND</b>	\$375 (paid) <b>FULL REFUND</b>
Study reassessment plan (paid a total of \$900 for reassessment of units due to being deemed as not yet competent)	\$225 (paid) <b>NO REFUND</b>	\$450 (paid) <b>NO REFUND</b>	\$0 (No reassessment) <b>FULL REFUND</b>	\$225 (paid) (Did not commence reassessment) <b>FULL REFUND</b>
Re-enrolment fees if any (nil)	\$0 <b>NO REFUND</b>	\$0 <b>NO REFUND</b>	\$0 <b>FULL REFUND</b>	\$0 <b>FULL REFUND</b>
Total amount				\$6,225
Minus administration fee charged				-\$500
<b>Total refund eligible</b>				<b>\$5,725</b>

## 1.9 PROCESS

Any stake holder seeking to apply for a refund application, if eligible, must use the below process to access and submit their application form:



**1.10 CONTINUOUS IMPROVEMENT**

Kingston International College will review and document changes made to this policy on a regular basis as part of its continuous improvement process.

**1.10.1** Where changes have been made to this policy, the continuous improvement register and the policy register will be updated accordingly by management.

DATE OF REVIEW	CHANGES MADE	AUTHORIZED BY
8 Dec 2023	Revised the current refund and cancellation policy. Amended the existing refund conditions which were conflicting with our letter of offer. Added specific clauses and definitions to aid targeted audience understand this policy. Simplified the refund policy to reflect a fairer and clearer refund system.	James Rayne Effective as of 1 Jan 2024 post validation by Student Support Manager