



**Document Control**

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## Domestic Student Refund Policy

King's Own Institute (KOI) Domestic Student Refund Policy sets out KOI's policy on the refund of monies to commencing and continuing students for fees and charges related to study at KOI, where the student does not study for part or any of the period in which they were to study. This policy applies irrespective of who has paid the tuition fees. Discontinuation of study does not negate or void any legal liability to pay fees and other monies owing to KOI.

This policy applies to refund of the **UNUSED PORTION OF TUITION FEES ONLY** which have been paid in advance, including any money collected by education agents on behalf of KOI, and is based on the assumption that any fines or other incidental fees incurred during enrolment with KOI have been or are to be paid in full. Administrative fees and incidental charges including fines and incidental fees where applicable are non-refundable (see Section 3 below for a list of non-refundable fees and charges).

### 1. Objectives

The objectives of this policy are to:

- Provide students with an understanding of when, how and in what amount they may be eligible for a refund of some or all fees paid to KOI;
- Comply with KOI's responsibilities under all relevant legislation.

### 2. Definitions

*Census date* The official deadline (generally the end of Week 4 of a trimester) for Domestic Students to finalise enrolment and fees in a unit of study or course. KOI determines a census date for each trimester. Census dates are published on the KOI Website [www.koi.edu.au](http://www.koi.edu.au) and in the Student Handbook (also available via the KOI website)

*Domestic student* An Australian citizen, permanent resident of Australia, or New Zealand citizen.

### 3. Non-Refundable Fees and Charges

Some administrative and incidental fees and charges are not refundable once incurred. These include:

Item	Fee
RPL Re-assessment after Census Date	\$100
Simulation software licence fee (if applicable)	At cost set by the software provider (indicative cost - \$68.00 in T0115)
ID Card Replacement	\$10
Late payment Fee	\$200
Replacement Testamur	\$50
Interim Transcripts	\$10
Replacement Completion Letters	\$15



Replacement Official Transcript	\$15
Replacement Cross-Institutional Transcript	\$15
Library Late Return Fee	\$2 per day
Library lost Items	\$200
Additional Printing	10c per single sided page
Hire of graduation gown and mitre	At cost

## 4 Applying for a Refund

Unless otherwise stated in the following sections of this Policy, students applying for a refund must complete a *KOI Refund Request Form* and attach the relevant documents. In addition, students may need to complete some additional forms such as the *Withdrawal from Course Form* or provide other written applications, depending on the specific circumstances of the refund request.

Relevant forms and documentation should be submitted in hard copy to Reception, King's Own Institute, Level 1, 31 Market Street, Sydney NSW 2000, Australia or by email to [accounts@koi.edu.au](mailto:accounts@koi.edu.au).

Requests for refunds should normally be made within 14 days of an event which qualifies the student for a refund. Students must ensure that all sections of the form are completed before submission to KOI, and they must attach all required documentation. Contact details must be provided, including at least one telephone number and one valid email address. The *Refund Request Form* must be signed by the student, or in the event that the student does not have the legal capacity to do so, by the student's parent or guardian. The original form must then be returned to KOI in order for the refund payment to be processed.

## 5 Refund Eligibility

### 5.1 Circumstances Where a Refund WILL be Paid

Full refunds, when approved, will be paid if KOI is unable to deliver a course in full.

**Note:** As an alternative, KOI may offer a place in an alternative course, either at KOI or another CRICOS registered provider, at no additional cost to the student. If accepted, a refund WILL NOT be paid.

A refund will also be paid if:

1. KOI withdraws the offer of enrolment
2. Written notice of withdrawal (the student's decision for any reason) is received by KOI **on or before the Census Date of the trimester**. The refund applies to any tuition fees that have been paid up front.

### 5.2 Circumstances Where a Refund WILL NOT be Paid

No refund will be paid if:

1. The student withdraws **after the Census Date** and Compassionate and Compelling Circumstances (see 5.3 below) do not apply
2. KOI cancels a student's enrolment because the student fails to maintain satisfactory course progress
3. KOI cancels a student's enrolment because the student fails to maintain satisfactory attendance
4. KOI cancels a student's enrolment because the student is found guilty of academic or behavioural misconduct as specified in the *KOI Academic Misconduct Policy* or the *Student Misconduct (Non-Academic) Policy*
5. KOI cancels a student's enrolment because the student supplies fraudulent, forged or deliberately misleading documentation
6. KOI cancels a student's enrolment because the student fails to pay course or other fees – KOI reserves the right to pursue the collection of unpaid fees via any legal method available.



### 5.3 Compassionate or Compelling Circumstances

When calculating the possibility and size of a refund, KOI may take compassionate or compelling circumstances into account. To do so, KOI must receive written notice of withdrawal stating the compassionate or compelling circumstances considered beyond the control of the student and accepted as unforeseeable by the student prior to enrolment. Supporting documentary evidence will be required.

The following definitions and guidelines are applied in determining special circumstances.

1. Special circumstances which would make it impracticable for the person to complete the requirements for the unit of study may include:

- Medical circumstances which may include illness or injury, hospitalisation, treatment programs, exacerbation of existing medical conditions or disability, resulting in a person's medical condition changing to such an extent that they are unable to continue studying. The application must be accompanied by an original medical certificate, or certified copy. **Note:** normally progressing pregnancies do not meet the criteria of special medical circumstances.
- Compassionate circumstances which may include loss or bereavement, such as the death of a family member, immediate relative or close friend, or family relationship breakdown, substantial unplanned carer's responsibilities to members of their immediate family or household, significant disruption to domestic arrangements, hardship or trauma, being the victim of a crime, legal commitments, accidents or natural disasters.
- Employment related circumstances, which may include sudden loss of income or employment, unavoidable relocation or military service.
- Course related circumstances which may include changes made by KOI to the course so that the student is disadvantaged by not being able to complete a unit of study in which they had enrolled and not receiving credit towards another unit of study.

2. Special circumstances must satisfy the following conditions:

- beyond a person's control, i.e. not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible,
- do not make their full impact until on or after the census date for the unit of study in question, i.e. the circumstances occur
  - before the census date but worsen after that day, or
  - before the census date, but the full effect of magnitude does not become apparent until on or after that day, or
  - on or after the census date, AND
- make it impracticable for a person to complete the requirements for the unit of study.

3. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances **do not** include:

- a lack of knowledge;
- less than anticipated academic ability.

Claims related to special circumstances must be supported with appropriate documentary evidence to allow impartial assessment of the claim.

Supporting documentary evidence may include (but is not limited to):

- original signed and sufficiently detailed medical certificates;
- police reports;
- signed and witnessed statutory declarations (or similar);
- any other evidence which supports the student's claim;
- any other documentary evidence as requested on behalf of the CEO & Dean or Fees Review Officer.

Refunds under compassionate or compelling circumstances are solely at the discretion of the CEO & Dean or nominated Officer, and are dependent on individual circumstances.

## 6. Payment of Refunds

Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's bank account\*



unless otherwise requested by the student in writing. Refunds will be paid to the student, the person specified in the *Refund Request Form*, or a third party where the fees were paid by that third party.

Unless otherwise advised, refunds will be paid within 28 days of the completed documentation and *Refund Request Form* being submitted to KOI. Incomplete forms or forms without sufficient supporting documentation may cause processing delays.

\* If a student has made a payment with a credit card, under current Australian banking regulations, any refund must be re-credited to the original card. KOI will refund to the original credit card if the initial payment was via that credit card within the previous twelve (12) months. Where the initial payment was made by credit card more than twelve (12) months previously, the refund will be paid into the credit card account via Electronic Funds Transfer (EFT) – such transfers may take up to seven (7) working days to complete.

## **7 Appeals of Decisions / Complaints**

Students may ask for a review of any decision relating to refund applications and payment related matters. Initial appeals should be made by asking to speak to a Finance and Accounts Officer. Students requesting an appeal may be asked to provide supporting evidence and a written statement of appeal.

If, after 30 days from submission of a request to appeal a refund decision the student has not been notified of an outcome, or if the student wishes to formally appeal the decision, the student may do so by following the procedures set out in the *Complaints and Appeals Policy*. Students have access to both internal and external appeals.

## **8. Implementation of External Review Decisions**

Following an External Review of an appeal, the CEO & Dean or delegated person will receive written advice regarding the outcome of the review, and any decided outcomes or further actions. This written advice will be acknowledged within 5 working days of receipt of the advice.

KOI will advise the applicant of the receipt of the advice and any actions KOI will take as a result.

Depending on the specific contents of the advice, KOI will implement the outcomes and further actions within 28 working days of the receipt of the advice if practicable, or identify an appropriate timeline(s) for any course of action not able to be implemented within the timeframe.

The CEO & Dean or delegated person will advise all relevant parties in writing, providing evidence where relevant e.g. a copy of the refund payment details where a refund has been advised.

## **8. Privacy**

KOI will maintain the confidentiality and privacy of student information. However, information collected from students in the application process will, as required, and in accordance with the *ESOS Act*, *The National Code 2007* and the *Migration Act 1958*, be provided to the *Department of Education*, the *Department of Immigration and Border Protection (DIBP)* and other State or Territory government agencies. KOI is bound by the *Australian Privacy Principles (APPs)* under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* with respect to the collection, use and disclosure of personal information. For more information please see KOI's *Privacy Policy* available on the KOI website.

## **9. Australian Consumer Law**

This *Refund Policy*, and the availability of a complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

\*\*\*\*\* END OF POLICY \*\*\*\*\*