



**KNOWLEDGE EMPOWERS YOU**

# Cancellation Policy

Knowledge Empowers You Pty Ltd

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## *Cancellation Policy*

Student may request a refund or reschedule a booked course as per the agreed Terms and Conditions by providing written notice to [info@key.edu.au](mailto:info@key.edu.au). A full refund of any fees paid (including the deposit if applicable) will apply if the student cancels their enrolment no later than 48 hours after booking the course.

## *Fees, Charges and Refunds*

### **1. Information about fees and charges**

- Knowledge Empowers You protects the fees that are paid in advance by students.
  - Knowledge Empowers You does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
  - All costs for the course including any materials fees or levies
  - Payment terms
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 business days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

### **2. Course fee inclusions**

- Course and tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
  - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate for a full qualification) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$40 per document.

- Course and tuition fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Stationery such as paper and pens.
  - Re-assessment if required, as outlined above.
  - Re-issuance of AQF certification documents – a cost of \$40 per document applies.
  - Transaction and dishonour fees (where applicable).
- Knowledge Empowers You cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

### **3. Payments**

- Payments can be accepted by electronic funds transfer or cash.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Knowledge Empowers You reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### **4. Refunds for fee-for-service students**

- All course fees for fee-for-service students are detailed in the Course Outline and Student Agreement.
  - A full refund of any fees paid will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
  - A full refund of any fees paid will apply if the student cancels their enrolment no later than 48 hours before the course commences.
  - A full refund of any fees paid will apply if Knowledge Empowers You is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A refund of fees paid may also apply in the following circumstances:
  - Where Knowledge Empowers You (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - Where Knowledge Empowers You ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - In the unlikely event that Knowledge Empowers You is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

- In any of the above situations, Knowledge Empowers You will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Knowledge Empowers You to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

## 5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

## 6. Publication

- Knowledge Empowers You will publish in a prominent place on its website the following:
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

## Additional Fees and Charges

Knowledge Empowers You has the following of additional charges. Details are found in the written agreement that you signed at the commencement of your course.

<b>Re-assessment</b> All course fees include up to three (3) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost.	Full cost of the course
<b>Re-issuing of testamur or statement of attainment</b> All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$40.00

