

2017 Certificate I-IV Refund policy

Fee Refunds:

Prior to commencement of a course: a student in a course at Certificate IV level or below will be required to give FOUR weeks' notice of withdrawal from the course (in writing) to obtain a full refund minus an administration fee not exceeding \$395.

After commencement: the student will be required to give FOUR weeks' notice of withdrawal from the course to obtain a refund of payments relating to the remainder of the course modules commenced less the administration fee (not exceeding \$395) for the course. The refund will be given within six weeks of receipt of the written notification by this office. Refunds do not apply to concession rates paid or 'special offers' due to administration fees being higher than student contribution fees. Commencement is considered when the administration staff has completed the enrolment procedure, and the student is given the first assignment (usually given on enrolment) and logged onto or been shown the online system.

It is our policy that we do not accept prepayment of fees in excess of \$1500 for any of our courses.

If course is cancelled: KAL Training will refund all payments made by a student if the course is cancelled or postponed by KAL Training for more than four weeks, unless alternative arrangements acceptable to the student can be made.

RPL fees: KAL Training will not offer any refund towards fees taken for RPL assessment. Students however can apply for special consideration towards an extension or partial refund in writing to the CEO.

Holding Deposit: A non-refundable holding deposit of \$295 is expected to hold the position for the student for enrolment, with the balance of the fees being paid on enrolment day. This applies for courses which have been enrolled in 10 weeks or more before commencement, or by special arrangement. This amount will be deducted from the total course cost of full enrolment.

Enrolment Fee: Applies to some courses, and is a yearly set fee of \$50 to \$195.00 for Certificates I-IV. Enrolment fee also applies per unit or group of units, if the student is enrolling in less than a full course. All courses are to be paid for prior to commencement.

Concession Rates: Health Care Card holders and dependents, Pensioner Concession Card holders and dependents, Veteran Gold Card holders and dependents, and Indigenous students are eligible for a concession rate on Victorian Government funded tuition fees only. From 1st July 2012, the concession rate for tuition fees will be charged at 20% of the hourly fee that we would charge a non-concession government subsidised student in the same course.

Please Note: Victorian Skills Commission have deemed that a concession fee cannot be paid by a government department or agency of the government (e.g. Job Network) and that the full fee, without concession applies. This also applies to Training Accounts, etc. credits.

Students are to refer to the General Course Information for Students Guide for information on conditions of participation.

Holding deposit is the minimum fee for courses starting in a period of over 10 weeks with balance due prior to the commencement of course, unless by arrangement with management.

Reference books can be purchased from KAL Training or other bookstores. No refunds are given on reference books sold.