

# KAL TRAINING

RTO NO (TOID): 20815

**Campus: 2B Staley Street, Brunswick VIC 3056**

ACN: 110 914 657

Ph: 1800 244 438

ABN: 841 1 091 4 657

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## REFUND POLICY

### Responsible Officers

The General Manager is the designated Fees Officer of KAL MULTIMEDIA. She is responsible for the assessment of a student's request for refund due to special circumstances and for the initial decision regarding the request.

The Chief Executive Officer (CEO) of KAL MULTIMEDIA is the designated review officer of any decisions relating to the re-crediting of a fee balance. The CEO is senior to the General Manager and the most senior person in the organisation.

### FOR STUDENTS ENROLLED IN CERTIFICATE I-IV:

1. No refund will be granted until an **Application for Refund** form has been lodged with KAL Training. You need to hand in complete documentation including the application form, the Student I.D. card and copies of all receipts of funds that have been paid already.
2. 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. Withdrawal must be received in written format with the official withdrawal form and stamped by reception.
3. 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.
4. 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.
5. 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.
6. Approval for student refund of fees must be accepted in writing by the **Chief Executive Officer** of **KAL Training**.

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## **FOR STUDENTS ENROLLED IN DIPLOMA OR ADVANCED DIPLOMA**

It is the policy of KAL Training that all applicable refunds for tuition fees are paid to students who pay tuition fees directly to KAL Training and who cancel their enrolment, withdraw from any KAL Training program or VET unit or defer or take Leave of Absence.

KAL Training undertakes the following procedures in regards to tuition fee refunds for all diploma and above students to ensure that, it complies with the fairness requirements in relation to review procedures and the requirements of the VET Provider Guidelines.

### **Procedures**

1. Withdrawal or deferment of course by KAL Training
  - Students who have paid their fees up-front will receive a refund

### **Special Circumstances**

KAL TRAINING will only consider refunds of fees paid where there are special circumstances.

To assist students with making their application the following definitions and guidelines are to be applied in determining special circumstances.

1. Special circumstances which would make it impracticable for the person to complete the requirements for the VET unit of study may include:
  - Medical circumstances;
  - Family circumstances;
  - Personal circumstances;
  - Employment related circumstances.
2. Special circumstances need to be:
  - Beyond a person's control; AND
  - Make it impracticable for a person to complete the requirements for the VET unit of study.
3. For circumstances to be beyond a person's control, the situation should be that which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible.
4. KAL Training needs to be satisfied that a person's circumstances did not make their full impact on the person until after enrolment into the course
5. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
6. KAL Training's FEE Officer will consider the student's application as soon as practicable. Applications will be considered within 15 working days. Applicants will be notified of the decision in writing, within a further 15 working days.

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## **Review of Decision**

1. If the original decision by the FEE Officer (General Manager) is not to refund the fees, the applicant may apply in writing for a review of the original decision.
2. Reviews are conducted by KAL Training's Chief Executive Officer (CEO).
3. The written application for a review must be received by the CEO within 28 days of the applicant receiving notice of the original decision and must state the reasons why they are applying for a review.
4. The CEO must acknowledge receipt of an application for review of a decision in writing and inform the applicant that, if the CEO has not advised the applicant of a decision within 45 days of receiving the application for review, the CEO is taken to have confirmed the original decision.
5. The CEO's options are:
  - a. To confirm the decision
  - b. To vary the decision; or
  - c. To set aside the decision and deliver a new decision
6. The CEO will review the original decision and inform the applicant in writing of the decision and the CEO's reasons for making the decision within 45 days.
7. The CEO must advise the applicant of their right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the CEO's decision if the applicant is unsatisfied with the outcome.

## **Reconsideration by the Administration Appeals Tribunal**

Should KAL TRAINING decline to refund an applicant's tuition fees, the applicant may appeal to the Administrative Appeals Tribunal (AAT) for a review of the decision.

The nearest AAT is located at Level 4, 15 William Street, Melbourne.

The AAT may charge an application fee - for further information regarding the AAT's fees, visit:  
<http://www.aat.gov.au>

The KAL TRAINING CEO will also provide the applicant with the contact details and address of the nearest AAT Registry and an approximate cost of lodging an appeal with the AAT.