

# Domestic Student Refund Policy

This policy is current as of 17 December 2015 and will be reviewed at least annually by the Academic Board.

## Scope

This policy is applicable to the domestic students enrolled in Kaplan Business School Pty Ltd.

## Purpose

The purpose of this policy is to provide:

- guidelines for granting refunds of enrolment fees, cancellation of enrolments and transfer requests. It applies to domestic students enrolled in Kaplan's Higher Education programs.

## Notification requirements

Students must apply in writing to Kaplan to request a refund, cancellation, transfer or substitution of an enrolment. Refunds may be granted at the discretion of Kaplan and students will be notified within 14 days of the outcome of their request for a refund, cancellation or transfer.

Where FEE HELP is available, students accessing a FEE HELP loan from the Commonwealth Government who wish to withdraw you must do so in writing prior to the published census date. Failure to do so will result in you incurring a debt to the Commonwealth Government

## Refund activities

Students must advise Kaplan that they are withdrawing from a subject enrolment. Refunds for subject withdrawals will be granted if the request is made on or before the census date for the trimester of enrolment. A late subject withdrawal fee of \$150 is applicable for withdrawals after the commencement of the trimester of study. Census dates can be found on Kaplan's website at [www.kbs.edu.au](http://www.kbs.edu.au)

### Full tuition fee refunds are payable if:

- The School is unable to provide the academic program offered (tuition and all other compulsory fees will be refunded in this circumstance).
- The offer of enrolment is withdrawn for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.
- The student formally withdraws from the program or a unit of study on or before the census date.

Where a refund is payable, the refund is made in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees. If the School is unable to provide the academic program offered then a full refund is payable within two weeks of the default day.

Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless the School receives written approval from the parent or guardian consenting for it to be paid directly to the student.

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### **No tuition fee refund is payable if:**

- The student formally withdraws from the program or a unit of study after the census date\*. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- The terms and conditions of the contract between the student and School are breached.
- The student's enrolment is cancelled by Kaplan Business School, including if the student is cancelled for unsatisfactory academic progress.

\*Tuition Refunds after the census date are given solely at the discretion of Kaplan Business School and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

\*Tuition fee transfers after the program has commenced are solely at the discretion of Kaplan Business School and are only made if the student is in the view of the School more suitably placed in another institutional program for academic reasons which may include:

- Another institution is more suitable, for example, TAFE.
- Another program is more suitable for the student.
- Student is clearly not able to cope with course academically.

### **The following fees are non-refundable:**

- Fees charged for administrative services (for example, late fees, reprints of transcripts).

### **Protection student fees.**

Protection of student fees are in place by way of an Australian Government recognised Tuition Assurance Scheme through the Australian Council for Private Education and Training (ACPET).

### **Provider default**

In the unlikely event that Kaplan Business School defaults, for unforeseen reasons, and is unable to provide a course of study or continue a course of study, ACPET will arrange for students to enrol in a similar course of study and receive full recognition for any successfully completed units of study already undertaken. Students won't be charged for any unit of study they have already paid for.

### **Re-mark fees**

There may be fees for the remarking of an assessment item. Students must submit the relevant re-mark request form.

## **Payment of refund**

Refunds are paid in Australian dollars, within 28 business days from the date the student lodges a written request for a refund of their tuition fees. Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless Kaplan receives written approval from them consenting for it to be paid directly to the student.

## **Enquiries**

If you have any enquiries about this policy please contact Kaplan. Information about FEE-HELP Review procedures are located on Kaplan's websites.

## Appeals

Please see Complaints and Appeals Policy for details on appeals.

## Related policies and documents

This policy should be read in conjunction with the following policies:

- Access and equity
- Complaints and Appeals
- Tuition Assurance Statement

## Responsible officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Academic.

<b>Policy Category</b>	Academic			
<b>Document Owner</b>	Vice President, Academic			
<b>Review Date</b>	December 2016			
<b>Approved by</b>	KBS Academic Board			
<b>Change and Version Control</b>				
v1.1	Quality & Standards Group	Inclusion of sentence preventing refunds for students making unsatisfactory academic progress.	3.12.2015	17.12.2015