

Domestic Student Refund Policy

Scope

This policy is applicable to the domestic students enrolled at Kaplan Business School Pty Ltd, (Kaplan).

Purpose

The purpose of this Policy is to provide guidelines for granting refunds of fees paid by domestic students. The Policy covers the process and guidelines for refund requests submitted before the published start date of a course and after the course has started. Students will need to follow the process applicable to the time at which they are requesting a refund.

Notification requirements

Students wishing to request a refund must submit their request in writing to Kaplan. Requests for refunds made verbally to Kaplan will not be accepted.

- Refund requests submitted before the course commencement date must be submitted by email to kbs.admissions@kbs.edu.au
- Kaplan may at any time, grant a refund in circumstances not specifically outlined below on the grounds of compelling and compassionate reasons relating to the student.
- Kaplan will notify the student in writing within 14 working days of the outcome of their refund request.

Where a student who is accessing a FEE HELP loan wishes to withdraw from a unit or course of study, the student must do so in writing prior to the published census date. Failure to withdraw before census may result in the student incurring a FEE HELP loan debt associated with the study.

Refund activities

Students must advise Kaplan in writing where they are withdrawing from a subject enrolment. Refunds for subject withdrawals will be granted if the request is received on or before the census date for the trimester of enrolment. A late subject withdrawal fee of \$150 is applicable for withdrawals after census date. Census dates can be found on Kaplan's website at www.kbs.edu.au

Full tuition fee refunds are payable after a course has commenced if:

- Kaplan is unable to provide the academic course 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- The offer of enrolment is withdrawn for reasons other than incorrect or incomplete information supplied by the student at the time of enrolment.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 course or a subject on or before the census date.

No refund

The School will not provide any refund where:

- The fee is an administrative fee, such as an enrolment fee, or late fee regardless of whether the refund request occurs before or after census date.
- The student formally withdraws from the course 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 Kaplan are breached.
- The student's enrolment is cancelled, including if the student is cancelled for unsatisfactory academic progress.

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

*Tuition fee refunds are payable at Kaplan's discretion where Kaplan forms the view that the student would

be more suitably placed in another institutional course for academic reasons which may include:

- Another course is more suitable for the student.
- The student is clearly not able to cope with the course academically.

Protection of student fees in the case of Kaplan 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 (until 31 December 2017) or the relevant Australian government organization (from 1 January 2018) 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.

Protection of student fees are in place by way of an Australian Government recognised Tuition Assurance Scheme through the ACPET until 31 December 2017, then thereafter through the Australian Government. For more information refer to the Tuition Assurance Statement on the Kaplan Business School website at www.kbs.edu.au.

Payment of refund

Approved refund payments are paid in Australian dollars, within 28 days from the date the Application for Refund/Credit Adjustment Form is received by the School. If Kaplan is unable to provide the course of study offered, then a full refund is payable within two weeks of the day on which the course ceased being provided. Approved refund amounts will be paid in accordance with this policy and cannot be transferred to another student. Due to Kaplan Worldwide Policy, refunds can only be made to the same account or credit card from which the original payment was made.

Complaints and Appeals

Students that are dissatisfied with the application of this Policy by the School may refer to the School's complaints and appeals policy for information regarding their options. This policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Related policies and documents

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

- FEE HELP Review Procedures
- Complaints and Appeals
- Tuition Assurance Statement

Version Control and Accountable Officers

The Implementation Officer and Responsible Officer are jointly responsible for ensuring compliance with this Policy.

Policy Category		Finance, Corporate		
Responsible Officer(s)		Financial and Commercial Director		
Implementation Officer		General Manager, National Operations		
Review Date		December 2020		
Approved by				
Financial and Commercial Director in liaison with Regional Counsel, Asia Pacific				
Change and Version Control				
v1.1	Quality & Standards Group	Inclusion of sentence preventing refunds for students making unsatisfactory academic progress.	3.12.2015	17.12.2015
v1.2	Academic Quality and Governance Team	Policy reviewed for currency and an Implementation Officer introduced. Policy language aligned to internal use and minor amendments made to content for increased clarity and coherency. Clarification also made that from 1 January 2018, the Australian Government will administer ASTAS.	5.12.2017	20.12.2017
v1.3	Kaplan Business School Team and Finance and Commercial Director	Inclusion of stipulating refund being paid into originating payment account only	18.01.2019	21.01.2019