

<h1>Domestic Students Cancellation and Refund Policy</h1>		Alana Kaye Policy Manual	
		Policy Number: AKP0006	
		Responsible Officer: CEO	
		Date of Issue: December 2016	
		Review Date: December 2020	
		RTO Code: 70056	
		CRICOS Code: 03675K	
Modifications:	<p>Reviewed November 2014 – no changes.</p> <p>Reviewed December 2016 – changes to go in line with our student handbook. Change name of policy to Cancellation and Refund Policy.</p> <p>Reviewed October 2018 – removal of the LLN cancellation Fee refund. Increase of the enrolment fee to \$400</p> <p>Reviewed January 2020 - V3 changes to Upfront and full payment. Addition of CRICOS number</p>		
Associated Documents:			
Authorised by: CEO	Issued to: All staff	Pages: 2	Version: 3

Policy

It is the policy of Alana Kaye to ensure that all applications for refund of fees are considered.

Enrolment Fee

All students are required to pay an enrolment fee. The \$400 enrolment fee is non-refundable unless the course is cancelled by Alana Kaye College.

Tuition Fee

The Tuition fee is the course cost. Refund of tuition fees for fee paying students include:

- An application for refund of tuition fees must be made in writing to Alana Kaye.
- A full refund of tuition fees will be made if a course is cancelled by Alana Kaye for any reason.
- Scheduled commencement of a course is defined as the first workshop of a face-to-face course; the commencement of a distance-learning course as indicated in the student's Training Plan; or the commencement of an RPL process when the student receives the RPL evidence kit.
- If a student cancels their enrolment no later than ten working days before the scheduled commencement date of a course, the student will receive an eighty percent (80%) refund of the tuition fee. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) tuition fee.
- No refunds are available where cancellation is made less than ten (10) working days prior to the commencement of a course. However, participants will be provided with an option to transfer to a course which is equivalent in cost being offered at an alternate time at no cost should this occur no later than three days prior to course commencement. If closer than three (3) days a \$100 rebooking fee will be payable to cover administration costs.
- Alana Kaye does not accept any more than \$1,400.00 upfront before commencement of training. This includes the \$400.00 nonrefundable enrolment fee. Students can then pay all remaining fees at the commencement of their training or negotiate a payment plan with Alana Kaye College.
- An application for refund of tuition fees under any other circumstance must be made in writing to Alana Kaye.
- No refund is available where students leave prior to completing the course. However, should students wish to finalise incomplete units of competency in a future course, the original fee can be

used as a credit towards that course. This offer is available within a 12-month period from the time initial payment is made.

- Alana Kaye may choose to cancel the enrolment of a student who has breached Alana Kaye's Code of Conduct, or has been found to have plagiarised or cheated in their assessments. Students cancelled under these circumstances are not entitled to any refund of tuition fees.
- Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Alana Kaye.
- In all other cases, refunds are at the discretion of the CEO of Alana Kaye and may be negotiated on an individual case-by-case basis.

Policy Author	Rachael Trbovic	Date: 23 March 2017
Approved by	Alana Anderson	Date: 23 March 2017
Approver signature	Alana Anderson	
Entered in policy register	Rachael Trbovic	Date: 23 March 2017
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