



Fees and Refund Policy and Procedure

Introduction

The Kingsford Academy Australia (**KAA**) Board determines the fees and charges that will be payable from time to time. These are set out in a “Schedule of Fees”. The Student Fees are revised on a regular basis and may be amended each year or whenever deemed necessary by the board.

1. Definition of “International students”

KAA defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.

2. Student Fees

KAA considers the legal commitment for Student Fees to rest on the student. Upon receipt of a completed Enrolment Form confirming a student’s enrolment at Kingsford Academy Australia students will be invoiced for an Enrolment Fee of \$250 as part of the Student Fees. The terms and conditions of the instalment payment will be outlined in the Letter of Offer (LoO)

3. Changes to Fees

Course fees are subject to change throughout the life of the course any changes will be published with appropriate notice and will be made available on KAA’s website and relevant student documents.

4. During the application

If a course fee changes after the applicant is issued a Letter of Offer the change in fees will not be applicable until the Letter of Offer expires. If the Letter of Offer expires, KAA at its discretion will issue a revised Letter of Offer with new fee structure.

5. After the enrolment

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the “normal” duration of the course. If a course length is extended by the student, then any fee increase will be required to be paid for the “extended component” of the course.

6. Applicants

During the admissions process international applicants must pay all enrolment fees by the fee payment deadline.

KAA accepts the following payment method for payment of fees for applicants;

- Bank Transfer only



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7. A Confirmation of Enrolment (CoE) for a student visa will only be issued when the enrolment process has been successfully completed and payment of fees are confirmed via the Accounts Department.

During the course students must pay all ongoing fees by the fee payment deadline. The College accepts the following payment methods for payment of fees for students:

- I. Bank transfer
- II. Money Order
- III. Credit Card
- IV. EFTPOS

Students who anticipate a problem in paying their fees in full before the fee payment deadline must contact Student Services to discuss their circumstances and options.

8. Changes to visa status

Applicants whose visa status changes during the application process must notify the Admissions Team immediately and provide a copy of the new visa to be verified by the International Student Coordinator.

9. Miscellaneous Fees and Charges

Other charges that may be applicable to students while enrolled at KAA include the following:

- 9.1 Banks fees of \$50 for conversion of international currencies to Australian dollars.
- 9.2 Material Fees of \$75/per term is applicable to all courses.
- 9.3 Reassessment fee is \$100/assessment for all courses except CIV in Kitchen Management (SIT40521). A maximum of \$200/ "KAA unit" can be charged. The re assessment fees of Kitchen Management units are charged at the rate of \$400/ "KAA unit" applied to "practical units" only. "Theory Reassessments" will be continued to be charged \$100/ "KAA unit".
- 9.4 \$100 to be charged for Re-issue of certificate, qualification, statement of attainment, statement of achievement and completion letter
- 9.5 Late payment fees \$100. This fee is applicable when students are unable to pay fees (instalment) on time
- 9.6 Enrolment fees \$250 (**non-refundable**)
- 9.7 Airport pick up fee \$100

10. Tuition protection

Course fees for international students studying on an Australian student visa are protected by the Tuition Protection Service under the Education Services for Overseas Students (ESOS) Act 2000. Further details about the Australian government's Tuition Protection Service can be found at: www.tps.gov.au

As part of the requirements of the Tuition Protection Service, **KAA** maintains an account exclusively for tuition fees received from international students studying on a student visa. The **KAA** pays any tuition fees received from student visa holders into this account within 5 working days of receiving

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these fees. **KAA** ensures that there is a sufficient balance in the account at all times to repay tuition fees to all non-commenced students that have applied to study on a student visa. The money held in this account is unable to be used to cover any other debts.

11. Late Payment Notice and fees

A series of “Late Payment Notices/Warning letters” will be issued to students who have not contacted **KAA** to discuss anticipated problems in paying their fees. The Late Payment Notice/Warning letters will formally request the student to contact the **KAA** to discuss their options and outline any restrictions to their account. A late payment fees of \$100 will be charged to students.

12. Fee payment extension

An extension of time to pay tuition fees is possible for continuing students only, who have extreme financial hardship and difficulty in meeting payment terms outlined in their fee statement. Students who meet the criteria determined by **KAA**, must contact Student support before the due date for payment shown on the fee statement and advise their circumstances. An extension of time to pay is only available to students who can demonstrate financial hardship, or difficulty. It is not an alternative payment scheme. Extension of time to pay fees is not applicable where a student's fees are paid under sponsorship arrangement. Students will be notified by email, to their **KAA** email address, of the outcome of a request to extend the time for fee payment. The final decision to grant fee extension solely lies with the **KAA** administration.

12.1 Short term extension: Student Support manager from the Student Finance, will determine after consideration of the submitted application that grounds for an extension exist and grant a short-term extension of up to ten (10) working days. Students who have outstanding fees, may appeal any adverse decision made against them regarding extension of fee payment dates, or request a longer-term extension.

12.2 Midterm extension: Upon receiving an appeal against the outcome of “short term extension” student may be eligible for an extension of additional 10 (ten working days). The application for further extension can be submitted to Student support. A decision on the application will be made by Operations Manager.

12.3 Further Extension: Upon receiving a written request from a student, **KAA** may approve a further extension of up to twenty (20) working days, in the event of extreme circumstances, that may encompass events in the student's home country (or a personal family trauma) which has a major impact upon the student's ability to meet a payment deadline. The application for further extension can be submitted to student support. A final decision for “**further extension**” will be made by the Managing Director within 5 working days from the date of application. Students may be asked to provide evidence of extreme hardship or extenuating circumstance that may have a direct impact on the finances of the student.



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13. Procedure of sending warning letters

- 13.1 A reminder letter (Email) for the next instalment payment will be sent out two weeks prior to the payment due date. The letter will outline the amount due and the expected due date of the payment.
- 13.2 A first warning letter will be sent out to the student with outstanding amount if the payment has not been received by the due date. The letter will be sent out within 24- 48 hours from the day the payment is overdue.
- 13.3 A second warning letter for the missed payment will be issued in 5 working days from the date of the first warning letter.
- 13.4 If the account cannot be settled via the “Late Payment Notices/Warning letter”, the student will be reviewed for suspension or cancellation in line with the Deferring Suspending or Cancelling Enrolment Policy.
- 13.5 An ITR (Intention to report) will be issued if the student is in default of the payment. The letter will be issued after 5 working days from the date of the second warning letter.

15. Payment schedule

- 15.1 Kingsford Academy Australia’s (KAA) offer of a place, is contingent upon payment of the Enrolment Fee and the Material Fee.
- 15.2 The fees applicable to each course and category of student as well as fee-payment schedules are detailed in the applicable student Letter of Offer, available from KAA.
- 15.3 Tuition Fees must be paid by the due date specified in the Letter of Offer otherwise a late payment fee of \$100 will be charged.
- 15.4 All fees are listed in the “Schedule of Fees” document reviewed every 12 months or when the management thinks it’s appropriate to do so.



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Refund Policy

- 1.1 Refund application requests must be made in writing on the Student Refund Application Form provided by KAA.
- 1.2 The completed form should be forwarded to KAA.
- 1.3 Your notice of cancellation is not effective until Kingsford receives a completed Student Refund Application Form with supporting evidence.
- 1.4 To assist KAA you must clearly state the reasons for the refund request and supporting documentation must be supplied where applicable.
- 1.5 All approved refunds are made payable to and will be sent to the student in Australian dollars. KAA is not responsible for currency exchange rate fluctuations, delays or loss of refund in transit as a result of incorrect information provided by you.
- 1.6 Course Tuition Fees and other Fees are not transferable to another student or institution but may be transferred to another course within the Kingsford at the discretion of the Chief Executive Officer.
- 1.7 If you defer starting a Course and then cancel the Course, the original Course Start Date before your request for deferment(s), will be used as the Course Start Date to determine whether a refund is to be made.
- 1.8 No refund will be made where KAA cancels, suspends or terminates your enrolment as a result of Your Fault, except in cases of student visa refusal.
- 1.9 The Enrolment Fee is non- refundable.
- 1.10 You agree that KAA may change this policy at any time and the policy to be used to determine whether you receive a refund will be the policy applicable at the time you give notice of cancellation or withdraw enrolment in a course.
- 1.11 The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
- 1.12 When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
- 1.13 The Institute is only responsible for the refund of the commission received by the student's EA.
- 1.14 This agreement, 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.

2. Student Cancellation – Default

Refunds are only available under certain conditions. Should you wish to cancel your course and seek a refund the following conditions apply:

- 2.1 70% of the fees will be refunded if KAA is advised of your cancellation in writing 28 days or more before the course start date (Semester). KAA will, within 28 days, refund the tuition fees (70%) and material fees less \$ 250 non-refundable Enrolment Fees.
- 2.2 If KAA is advised of your cancellation in writing within less than 28 days before course start date, 50% of the initial tuition fees will be refunded and material fees less \$250 non-refundable Enrolment Fee.



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- 2.3 There will be no refund issued following commencement of studies. Please note that students may not generally transfer to another provider in the first 6 months of their course unless approved by the Chief Executive Officer and only in exceptional circumstances.
- 2.4 Where there are exceptional circumstances beyond your control such as illness or bereavement, application for Special Consideration (using a Special Consideration Request Form) for illness or bereavement must be supported by Certified Documents such as a Doctor's certificate and/or other relevant documents verifying the situation. Decisions regarding Special Consideration are at the discretion of the Chief Executive Officer. Please note that Special Consideration cannot apply where the Australian Government has cancelled a visa as a result of a breach of visa conditions or rejected a renewal of a visa.

3. Provider Cancellation – Default

- 3.1 If you are enrolled in a Course and KAA cancels or stops providing the Course to you, then the KAA will, within 14 days, refund the Tuition Fees that you have paid for the weeks that tuition will not be provided, unless the reason for the cancellation is Your Fault or, where it is not Your Fault, if you have accepted an offer to study an alternative course arranged by KAA.

4. Student visa refusal

- 4.1 If KAA is advised of your withdrawal from a Course due to student visa refusal, KAA will, within 28 days, refund the Course Fees less \$250 "Enrolment fees".

5. Refund Procedure

- 5.1 Student completes a Refund Request Form and emails the form to accounts@kaa.edu.au
- 5.2 The details on the Refund Request Form are reviewed by Student Support
- 5.3 Refunds are made within 28 working days from the date the Refund Request Form being submitted, if approved. The refund will be made to the "nominated bank" account in the refund form.
- 5.4 The Refund payment receipt will be kept on the student file



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How to Withdraw from a Course and Get a Refund

1. Complete a Student Refund Application Form

The Student Refund Application Form is available on our website and reception desk.



2. Attach all relevant documents to the Student Refund Application Form

You should attach documents supporting the reason for your withdrawal and confirming your identity.



3. Email the completed form to: accounts@kaa.edu.au

You should attach documents supporting the reason for your withdrawal and confirming your identity.