

STUDENT WITHDRAWAL AND REFUND POLICY

Definitions

<i>Census Date:</i>	a published date at least 20% of the way through a Unit of Study that is the last date for withdrawal from a Unit without academic penalty.
<i>Commencement Date:</i>	a published date on which a Unit of Study commences.
<i>Course of Study:</i>	an accredited higher education course offered by the Institute.
<i>Student:</i>	refers to students enrolled in a Course of Study.
<i>Tuition Fees:</i>	fees paid for a Unit of Study.
<i>Unit of Study or Unit:</i>	a published unit of study that a Student may undertake to complete a Course of Study.

1. Withdrawal from a Unit of Study / Course of Study

Students of Kingsford Institute of Higher Education (“KIHE” or “the Institute”) who wish to withdraw from a Unit of Study or Course of Study must do so by completing an *Advice of Unit / Course Withdrawal Form* available on our website:

www.ihe.edu.au/forms/ and emailing the completed form to: registrar@ihe.edu.au.

Where a Student gives notice that they wish to withdraw from a Unit of Study or cancel their enrolment in a Course of Study the Institute will ensure that the withdrawal or cancellation is effective from the time of notification.

The Institute will not charge any fees for a Student to withdraw or impose any barriers on a Student that seeks to withdraw from a Unit of Study or Course of Study.

When a Student submits an *Advice of Unit / Course Withdrawal Form* advising that they wish to withdraw from one or more Units they are currently enrolled in or from their entire course the Institute will determine if a refund is applicable (a Student does not need to do anything further to apply for a refund).

2. Refunds

Refunds will be calculated as follows:

2.1 Domestic students

- In the event of a student withdrawing from a unit of study on or before the census date for that unit, 100% of tuition fees paid for that Unit will be refunded to the student.
- In the event of a student withdrawing from a unit of study after the census date for that unit, no refund is applicable.

- If the course is cancelled by the Institute for any reason, a full refund of all unused prepaid fees will be made within 14 days. If for any reason the course does not start on the date specified in your Letter of Offer, the student will be offered a full refund of all pre-paid fees or placed in an alternate course if that is agreed by the student in writing.

2.2 International students¹

- In the event of a student withdrawing from a Unit of Study on or before the published Commencement Date for that Unit, 90% of tuition fees paid for that Unit will be refunded to the student.
- In the event of a student withdrawing from a Unit of Study after the Commencement Date for that Unit but on or before the Census Date for that Unit, 50% of tuition fees paid for that Unit will be refunded to the student.
- In the event of a student withdrawing from a Unit of Study after the published Census Date for that Unit, no refund is applicable.
- If a student is unable to commence a Course of Study because their application for a visa has been unsuccessful, then the student will be refunded the amount of tuition fees paid less an administrative fee of \$500.

3. Payment of refunds

Refunds will be paid within 30 days of the Census Date of the Unit of Study to which the withdrawal applies.

In the case of International Students unable to commence their Course of Study, refunds will be paid within 30 days of written advice that their visa has been refused.

If a student has paid by credit card the refund must be made to the same credit card. If they have paid by direct deposit the refund will be paid to the bank account that they specify in writing. Refunds can only be paid to an account of somebody else with the student's express written permission.

This Letter of Offer, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Commencement dates and census dates are published in the Schedule of Tuition Fees available on the Institute's website:

www.kihe.com.au/futurestudents/studentinformation/

4. Publication

This *Student Withdrawal and Refund Policy* is made available to Students and persons seeking to enrol with the Institute by publication on the website: www.kihe.edu.au.

This refund policy will also form part of enrolment information.

¹ Included in anticipation that KIHE will apply for CRICOS Registration

5. Related documents

- Advice of Unit / Course Withdrawal Form

6. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	14 December 2023	Document creation and initial approval

Document owner: Finance Manager