Student Fees, Charges and Refund Policy

Policy Objective

This policy aims to outline how we charge, collect and refund fees and charges that apply to students enrolled in our courses at **KnowledgeSpace**. We aim to ensure that our students are aware of the costs associated with their studies and to provide transparent and fair billing practices.

We reserve the right to amend this Policy at any time and publish the updated version on our website.

Course Fees

Course fees are set and reviewed annually. Fees may vary depending on the course, duration, and delivery mode. Course fees include the cost of tuition and additional charges. Course fees are accessible via our website and are provided to students prior to enrolment.

Victorian Government Subsidised Training – *Skills First* Program

The Skills First Program is an entitlement to government subsidised training in a vocational training course in Victoria. We must assess your eligibility for Skills First and collect supporting evidence of your eligibility before you commence your qualification. If you are eligible, the Victorian Government will contribute to the cost of your vocational training course.

To be eligible for funding you must either be and Australian citizen or a holder of an Australian permanent visa or a New Zealand citizen and must undertake all training and assessment while physically present in the State of Victoria or a border region with a specified postcode.

In a calendar year, a student may only commence a maximum of 2 Skills First subsidised programs/qualifications. A student may only commence a maximum of 2 Skills First subsidised programs/qualifications at any one time.

You must provide evidence of your eligibility and complete a Student Declaration form prior to commencement of training.

All students should be aware that accessing the Skills First Program entitlement may impact their access to further subsidised training.

Concession rate is available for students enrolling in a Certificate I to Certificate IV. To claim for concession rate, students must provide their concession details during the enrolment process.

A Statement of Fees is published in our website that reflects approximate government contributions for Skills First funded students.

Fee Payment

Fees must be paid prior to enrolling in a course of study. Students who do not pay upfront will be invoiced and will have a strictly 7 calendar days to make payment. Preferred payment options once invoiced are cash, direct transfer, or credit card.

Students who fail to make payment within the above stipulated terms may be cancelled from their course and prevented from enrolling into future courses. Restrictions will also be placed on the student's account which will prevent access to results and transcripts.

Fees Paid in Advance – fee for service

We accept payment from full paying students up to $1500.00 per course prior to commencement of training. Students will be invoiced the remaining fees following course commencement, if applicable.

Payment Plan Arrangement

Students who are unable to pay their fees in full within 5 calendar days of enrolling may apply for a Student Payment Plan Arrangement for their tuition component only. Application must be received within 5 calendar days.

Payment plans need to be fully paid within 6 months of commencing training.

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Refund Policy

If we cancel or discontinue a course, course fees will be refunded to students.

All refunds will incur a $150.00 administration fee to offset our administration costs.

- If a student cancels enrolment in a course with more than 2 weeks' notice prior to course commencement e.g., greater than 14 calendar days, a refund of fees/deposits will be paid minus the $150.00 administration fee.
- If a student cancels enrolment in a course with less than 2 weeks' notice prior to course commencement e.g., less than 14 calendar days' notice, students will forfeit all fees and deposits.

The Chief Executive Officer reserves the right to refuse the student's application requesting for a refund.

Refund Procedure

A student is responsible for making an application for refund in writing to the Chief Executive Officer with the following information:

- Student's full name
- Student's date of birth
- The Qualification/Units of Competency for which they wish to claim a refund
- The amount of fees and any applicable charges requested to be refunded
- The grounds or evidence of reasonable cause or special circumstance for applying for a refund
- Any necessary supporting evidence to support a student's claim of reasonable cause or special circumstances (if applicable)

The Chief Executive Officer will determine a refund within 30 calendar days of:

- An application for a refund
- Course cancellation or cessation by us prior to course commencement and
- Recording all consultation and actions taken in the student management system

The Chief Executive Officer is responsible for ensuring that any refund is processed and paid to the student within 30 calendar days of notification of the outcome of the application.

The Chief Executive Officer must not make payment of a refund by transferring monies from one student's account to the account of another student.

The Chief Executive Officer (or delegate) will inform the student within 30 calendar days the outcomes of their application for refund.

All students being withdrawn from a Course of a Unit of Competency are reminded that their enrolment in a government subsidised program (or part thereof, and regardless of completion), will affect their future training options and eligibility for further government subsidised training.

For employers or Employment Services providers paying fees on behalf of the students, your refund process will be stipulated in our service level agreement or terms of service.

Credit Transfer (CT) Fee

Credit Transfer is the recognition of academic credits gained through formal study completed either at another training provider or in another course/qualification. Credit transfer is free of charge. You must provide evidence of your completed units by accessing a list of these units via the USI VET Transcripts portal.

Recognition of Prior Learning (RPL) Fee

RPL is an assessment process that assesses your competency thay you may have acquired through formal, non-formal, and informal learning to determine the extent to which you meet the requirements specified in the training package or VET accredited courses. The RPL application fee is $250.00 plus $100 for each unit of competency you request for RPL assessment. Please note that these fees are not refundable.

Fees for Rescheduling

Students are expected to attend all training sessions for the entire duration of their course.

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A student will be given a chance and will be allowed to attend the next available training session after paying for the $50.00 rescheduling fees.

The student will be required to send a reschedule request subject to approval.

We have the right to withdraw a student from the unit/s of competency if they fail to attend a rescheduled training session and the student will be responsible to re-enrol and pay full fee for the unit/s of competency they wish to complete.

Course Withdrawal

If you wish to cease or withdraw from your studies, you must formally withdraw from your course by signing a Withdrawal Form or notifying us via email. If you do not formally withdraw, you will still be liable to pay for all your fees.

Replacement Certificate or Statement of Attainment

The fee to replace your certificate or statement of attainment is $40.00.

Other Charges

In addition to course fees, students may incur other charges for services such replacement of lost materials or resources, or late payment fees. These charges will be clearly communicated to students, if applicable.

Non-Payment of Fees

Students who fail to pay their fees by the due date and fail to settle the debt may result in cancellation of their enrolment.

Students who fail to pay their fees within the current enrolment year will be unable to enrol in future years until all outstanding fees are settled.

Students who fail to pay their fees will not be issued their Certificate or Statement of Attainment.

Contact Information

If you would like further details about any of the information contained within this Policy, please do contact us.
Head office address:
Level 4, 99 Queensbridge Street
Southbank VIC 3006
Phone: 1300 471 660
Email: admin@keycompany.com.au
We open every weekday (excluding public holidays) from 9.00am to 5.00pm.
If you need to contact us outside these hours, leave a message and we will respond to your call as quickly as possible. Otherwise, send an email to: admin@keycompany.com.au

Document history

Version	Date Published	Description
1.0	March 2023	Original document
2.0	February 2024	Updated refund processes
3.0	June 2024	Updated RPL fees
4.0	January 2025	Reviewed, no changes
5.0	April 2025	Replaced Chief Operations Officer with Chief Executive Officer