

DNA Kingston Training

KINGSTON TRAINING & EMPLOYMENT



Refund Policy for Fee Paying International Students

	Courses longer than 20 weeks	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less the \$200 nonrefundable enrollment fee)
DNA withdraws offer, fails to provide program offered or terminates course	Before Semester/Education Service commences after Semester / Education Service commences	DNA will default to the provisions of the Commonwealth ESOS Act 2000.
Student with a student visa withdraws <i>(All withdrawals must be in writing, Agent must also be contacted by student and college)</i>	More than 10 weeks before Semester/Education Service commences	Full refund (less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses)
	More than 4 weeks and up to 10 weeks before Semester/Education Services commences.	70% of a semester's fees
	4 weeks or less before Semester/Education commences	40% of a semester's fees (less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses)
	After Semester /Education Service commences and during first 4 weeks	30% of a semester's fees (less maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
	After the fourth week	No refund required
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures- No refund required	After Semester/Education Service commences	No refund of the semester's fees and not less than 40% of fees applicable to a subsequent semester.

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Refund Policy for Fee Paying International Students

	Course duration 10 weeks or less	
Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful	Before semester/Education Service commences	Full refund (less the \$200 nonrefundable enrollment fee)
DNA withdraws offer, fails to provide program offered or terminates course	Before or after Semester/Education Service commences	The provider default provisions of the Commonwealth ESOS Act 2000 apply. [Section 21(1)]
Student with a student visa withdraws	<p>More than 10 weeks before Semester/Education Service commences</p> <p>More than 4 weeks and up to 10 weeks before Semester/Education Services commences.</p> <p>4 weeks or less before Semester/Education commences</p>	<p>Full refund (less 10% or \$1000.00, whichever is the lesser, for administration)</p> <p>70% of a semester's fees</p> <p>No refund is required</p>
If DNA withdraws a student from an Education Service because the student has seriously breached international student Visa conditions or DNA policies and procedures.	After Semester/Education Service commences	No refund required

Refund Policy Special Conditions

- DNA Kingston Training reserves the right, at the discretion of the Director - should particular circumstances arise, DNA Kingston Training will give consideration to increasing the amount of refund due and / or waiver the conditions, requirements for those students who are forced to withdraw for reasons of a compassionate nature or where the reasons are deemed to be reasonable and genuine.
- Refunds will be made payable to the Institution to which a Student is transferring.
- Refunds in the case of a student not continuing studies, will be made to the Student's home account and are to be made immediately following the Student's departure from Australia.
- Refunds for fees paid in advance which also include accommodation services arranged through DNA Kingston Training (Eg on site or off site boarding facilities, home stay or other accommodation provided) will be included as part of the refund policy.
- DNA Kingston Training will always notify students formally when they are at risk of termination due to non-compliance with student Visa conditions or DNA Kingston Training policies and procedures.
- Once Student is advised formally of non-compliance, they are advised they can access DNA Kingston Training Complaints and Appeal process within 20 days and that DIAC will be informed.