

# WITHDRAWAL POLICY

Students who wish to withdraw from a course are required to notify their trainer in writing via e-mail, written correspondence or social media.

Statements of Attainments will be issued to students within 30 calendar days of cancellation if all applicable withdrawal fees are finalised. *No correspondence* will be issued if any fees are outstanding.

## Refund Policy

### USER CHOICE PROGRAM (TRAINEES AND APPRENTICES)

- A full refund will be given to participants for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment;
- A proportionate refund will be issued where the participant has withdrawn from a unit of competency; and
- Employers/industry will be refunded for additional charges paid beyond the participant and government contributions

### QUEENSLAND VET INVESTMENT (CERTIFICATE 3 GUARANTEE AND HIGHER LEVEL SKILLS)

- Once course commencement has occurred, no refund will be applicable (Course commencement is defined as when you receive any study material)

### FEE FOR SERVICE (CERTIFICATE II, CERTIFICATE III, DIPLOMA, ADVANCED DIPLOMA)

- KDI will provide a full refund (exempting the enrolment fee) if the student has only enrolled in a course and received NO study materials or training.

FEE FOR SERVICE WITHDRAWAL COSTS		
Enrolment valid for 0-1 Month from start date <sup>^</sup>	10% of Course fee	+Enrolment fee
Enrolment valid for 1-2 Months from start date <sup>^</sup>	25% of Course fee	+Enrolment fee
Enrolment valid for 2-3 Months from start date <sup>^</sup>	50% of Course fee	+Enrolment fee
Enrolment valid for 3+ Months from start date <sup>^</sup>	\$1500.00 capped fee or equivalent course costs*. Whichever is higher	+Enrolment fee

\*Equivalent course costs are relevant costs for units of competencies achieved and any training commenced on units.

<sup>^</sup>Start date is defined as the date nominated on your enrolment form.



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