



WITHDRAWAL POLICY

Purpose

This policy outlines the procedure and conditions for withdrawal from a course or program offer by Kath Dickson Institute (KDI). The aim is to ensure that learners are aware of their rights, responsibilities and the process of withdrawing from a course in a fair and transparent manner.

Scope:

This policy applies to all students enrolled in courses offer by KDI within Queensland.

Policy Statements

Kath Dickson Institute is committed to providing students with a supportive learning environment and ensuring transparency in the course withdrawal process. This policy ensures that all students are informed of the steps involved, any financial implications and how to access academic support and advice during the withdrawal process.

Withdrawal process:

1. Notification of intention to withdraw:
 - Students wishing to withdraw from a course must notify KDI in writing via e-mail to their specified trainer.
 - Students must clearly state the reason for their withdrawal and the date of intended withdrawal.
2. Consultation:
 - Before processing a withdrawal, the student may be required to consult with their Trainer or Institute Director to discuss the reason for withdrawal, alternatives (such as suspension) and support services if required.
3. Approval and confirmation:
 - The withdrawal request will be reviewed and students will receive written confirmation once the withdrawal is processed. Finance and administration will advise of the relevant details for any financial adjustments and the issuance of academic records.

Refunds and fees:

1. Refund eligibility

- Determined based on the program and timing of the withdrawal as per the below information:
 - 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 - A proportionate refund will be issued where the participant has withdrawn from a unit of competency; and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 Program (Guarantee/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
 - 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^	10% of Course fee	+Enrolment fee
Enrolment valid for 1-2 Months from start date^	25% of Course fee	+Enrolment fee
Enrolment valid for 2-3 Months from start date^	50% of Course fee	+Enrolment fee
Enrolment valid for 3+ Months from start date^	\$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.*

^Start date is defined as the date nominated on your enrolment form.

2. Outstanding Fees:

- If a student withdraws with outstanding fees, they are still liable for any payments owed up to the date of withdrawal.

3. Special consideration:

- In exceptional circumstances (eg illness or financial hardship), students may apply for special consideration for fee reduction or waiver. Supporting documentation will be required.

Appeals:

If a student is dissatisfied with the decision regarding their withdrawal or associated refunds they may appeal the decision following Kath Dickson Institute’s Complaints and Appeals Policy.

Responsibilities:

The Institute Director approve and ensure the implementation of the withdrawal policy.

Compliance Manager ensures withdrawal policy complies with all relevant regulations

Administration Officers process withdrawal requests promptly, updating the student management system with accurate records of the withdrawal.

Review

Policy Reviewed	Modifications	Next Review Date
October 2024	Implementation of policy	January, 2025