

Fees, charges and refunds policy for Key Institute

Introduction

This policy outlines the fees and charges that apply to students enrolled in courses offered by Key Institute. It is designed to ensure that students are aware of the costs associated with their studies, and to provide transparent and fair billing practices.

Course fees

Course fees are set by Key Institute and are 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 as the schedule of fees, and provided to the student prior to enrolment.

Payment of fees

Course fees must be paid in full prior to the commencement of the course, unless otherwise arranged with Key Institute. Payment plans are available upon request.

Fee schedule

Key Institute will provide a fee schedule to students upon enrolment, outlining the fees and charges applicable to their course. This is available via our website.

Refunds

Refunds will be available for all students undertaking accredited courses if they apply in writing. Written notification is completed using the 'Withdrawal Form' and 'Application for Refund Form' and submitted within weeks (2) weeks of the commencement date of their course. It is the responsibility of the student to advise Key Institute of their intention to withdraw, by completing the appropriate Withdrawal Form and Application for Refund Form. These forms are available from Key Institute and must be signed by the student. For students on a payment plan, a pro-rata refund will be calculated based on the number of units completed or the duration of the training, depending on the amount of training delivered to the student. In the event Key Institute cancels a course, payment received for the training course will be fully refunded.

For employers, or Employment Service Providers paying fees on behalf of the students, your refund policies are stipulated in our service level agreements or terms of service.

Other charges

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

Complaints and appeals

Students who have a complaint or dispute regarding fees and charges should raise their concern with Key Institute in the first instance. If the issue cannot be resolved to the student's satisfaction, they may submit a complaint or appeal in writing to the Australian Skills Quality Authority (ASQA).

Review of policy

This policy will be reviewed annually to ensure compliance with relevant legislation and to ensure that it accurately reflects the fees and charges applied by Key Institute. Any changes to the policy will be communicated to students in a timely manner.