**KKTC Education – Short Course Refund Policy**

RTO 40636 | CRICOS 03515D

**1. Scope**

This policy applies to the following KKTC Education short courses:

- **CHCPRT025** – Identify and Report Children and Young People at Risk
- **HLTAID012** – Provide First Aid in an Education and Care Setting
- **HLTAID009** – Provide Cardiopulmonary Resuscitation
- **CHCSS00147** – Entry to Diploma of Early Childhood Education and Care

**2. Policy Statement**

KKTC Education encourages all applicants to review course information carefully before enrolling. Fees for short courses are generally non-refundable. A refund may be considered only in exceptional (compassionate or extenuating) circumstances and is at the discretion of the CEO.

**3. Definitions**

Compassionate or extenuating circumstances may include serious and unforeseen events outside the learner's control, such as:

- Serious illness, injury or hospitalisation of the learner or an immediate family member
- Bereavement of an immediate family member
- A traumatic event (e.g., victim of crime or serious accident)
  Appropriate supporting evidence (e.g., medical certificate, death certificate, police report) is required.

**4. Non-Refundable Situations (examples)**

Refunds will **not** be approved for:

- Change of mind or change of personal circumstances
- Work commitments, roster changes or travel plans
- Failure to check course dates, entry requirements or pre-course information
- Non-attendance or withdrawal on/after the course start date

**5. Provider-Initiated Changes**

If KKTC Education cancels a short course or is unable to deliver the course as advertised and no suitable alternative is available, learners will be offered a full refund of fees paid.

**6. Refund Request Process**

All refund requests must be submitted in writing prior to the commencement of the short course.
Please include:

1. Full name and contact details
2. Course title and scheduled start date
3. A clear explanation of the compassionate or extenuating circumstances
4. Supporting documentation (as applicable)
5. Submit the above to: info@kktc.com.au
6. If approved, you will then need to complete a refund form which will be provided to you via email

**7. Assessment & Timeframes**

- KKTC will acknowledge receipt of your request within 2 business days.
- A written outcome will be provided within 10 business days of receiving a complete request (including evidence).
- The CEO (or delegate) will determine whether circumstances meet the threshold for an exception and whether a refund is approved.

**8. Outcomes & Payment Method**

- If approved, refunds will be processed to the original payment method within 10 business days of written approval.
- KKTC may request additional information before making a decision.

**9. Privacy**

All personal information and evidence supplied will be handled in accordance with KKTC's Privacy Policy and applicable privacy laws.

**10. Review of Policy**

KKTC Education may review and update this policy periodically to ensure compliance and clarity.