



Refund Policy and procedure

- A. **Version:** 14
- B. **Aim:** The objective of this policy is to provide prospective, enrolled and active students of DNA Kingston Training (here-in DNAK) with comprehensive disclosure regarding the criteria, terms, and conditions governing the eligibility for, and the administration of, tuition fee refunds.
- C. **Purpose:** The purpose of this policy is to ensure ongoing compliance with the following legislative and regulatory instruments, as amended from time to time, including but not limited to:
 - I. *Education Services for Overseas Students Act 2000 (Cth) (the ESOS Act 2000);*
 - II. *Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019);*
 - III. *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025;*
 - IV. *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018);* and/or
 - V. Statutory directives and regulatory notices issued by the Australian Skills Quality Authority (ASQA) in its capacity as the National VET Regulator.
- D. **Scope:** All campuses of DNAK bearing RTO code 6811 and CRICOS 02899b within Australian territory.
- E. **Target audience:** Key stakeholders of DNAK such as but not limited to:
 - I. Enrolled students (International and Domestic);
 - II. Active students (International and Domestic);
 - III. Prospective students (International and Domestic);
 - IV. Migrations agents recruiting on behalf of DNAK; and/or
 - V. Education agents recruiting on behalf of DNAK.
- F. **Moderated & approved by:** James Rayne, College Manager, 24 March 2026
- G. **Peer reviewed by:** Sonali Patel, Accounts Manager, 23 Mar 2026
- H. **Validated and authorised by:** Sonam Jalota, Chief Executive Officer, 24 March 2026
- I. **Effective date:** 1st April 2026

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Section 1 Definition

1.1 For the purpose of this policy, the below definition applies:

- A. **Prospective / intending student:** A person who does not have an active written agreement but who intends to study with DNAK.
- B. **Enrolled student:** A person who has an active written agreement with DNAK and whom 1st course has not yet commenced as per their respective class timetable, regardless of whether the student has a confirmation of enrolment (CoE).
- C. **Active student:** A person who has an active written agreement with DNAK and whom 1st course has commenced as per their respective class timetable, regardless of whether:
 - i. The student attended class or not; and
 - ii. Whether the student has a confirmation of enrolment (CoE).

For the purpose of paragraph (A), (B) and (C) of subsection 1.1, an active written agreement means a signed letter of offer by a person for the purpose of enrolment into formal studies in DNAK and where the completion date of the principal course has not yet expired.

- D. **An international student**, often referred to as overseas student, is a student who is on a study visa issued by the Department of Home Affairs (DOHA) and who must be enrolled on a full time basis in a CRICOS education provider.
- E. **A domestic student** is a student who does not require to be issued with a confirmation of enrolment (CoE) and who may student on a full time, part time or self-paced basis.
- F. **Confirmation of enrolment (here-in CoE):** A CoE is issued to a student who is on a student visa and/or on a visa which requires enrolment in a CRICOS institution. Domestic students who hold permanent residency or citizenship in Australia are not issued with a CoE as they have full study rights.
- G. **Tuition fees:** Pursuant to the *ESOS Act 2000*, tuition fees are fees which are directly related to the provision of one or more course or intending to provide to a student by a registered training provider. In DNAK, the tuition fees include the cost incurred for provision of lectures, training, assessment, laboratories, 3rd party arrangements such as excursions if any and practical experience where applicable.
- H. **Non-tuition fees:** Fees which are important and relevant but not directly related to a course. In DNAK, these fees are:
 - i. **Application fee:** A fee payable upon submission of an initial enrolment application to DNAK;
 - ii. **Resource fee:** A charge for the provision of essential academic materials, consumables, and learning resources required for course delivery;
 - iii. **Reassessment fee:** A fee incurred by a student for formal reassessment of one or more unit/s of competency, modules (A set of units of competency clustered in a module) or topics (Non-AQF award course);
 - iv. **Late payment fee:** A penalty charge applicable to tuition or non-tuition fees that remain outstanding beyond the prescribed due date stipulated in the Letter of Offer;
 - v. **Accommodation fee:** A charge relating to the procurement, administration, and provision of student housing or boarding arrangements facilitated by DNAK; and
 - vi. **Overseas student health cover (OSHC) fee:** A fee charged for the administrative assistance provided by DNAK in the acquisition, coordination, or renewal of a student's mandatory Overseas Student Health Cover (OSHC).



- vii. **Testamur / statement of attainment reprint fee:** A fee which is charged to a student to reprint their Testamur. *(Please note that the original issuance by DNAK post completion or part completion of a qualification or course, is free.)*
- viii. **Postage fee:** A fee which is charged by DNAK to mail a document requested by a student. Depending on locations, this fee generally varies and is significantly higher for international postage.
- I. **Principal course:** The principal course of study in a written agreement of a student, is the last course of study.

Example:

Sonam enrolls in DNAK in Certificate III in Dental Assistant from Jan 2026 until Dec 2026 and in Diploma of Dental Technology from Jan 2027 until Dec 2027. Sonam's principal course is Diploma of Dental technology as it is the last course of study on the written agreement.

- J. **Spent tuition fee:** This fee means tuition fees which have been spent for delivery, training and where applicable, assessment of one or more units of competency.
- K. **Unspent tuition fee:** The portion of the total tuition fees received by DNAK for a course that has not yet been delivered to the student. Pursuant to the *ESOS Act 2000*, this amount is calculated by subtracting the fees attributable to the portion of the course already provided from the total tuition fees paid by or on behalf of the student.
- L. **PRISMS:** It stands for the Provider Registration and International Student Management System. It is a secure, web-based database used by the Australian Government to manage information regarding international students studying in Australia on student visas.
- M. **Registered training provider (RTO):** A training provider registered by the Australian Skills Quality Authority (ASQA), or a relevant state regulator, to deliver nationally recognised VET qualifications and/or units of competency in accordance with the National Vocational Education and Training Regulator Act 2011.
- N. **Unit of competency (UoC):** A standalone component of a training package or accredited course that defines the skills and knowledge required to operate effectively in a specific work context. Each UoC is a nationally recognised building block within the Australian Qualifications Framework (AQF).
- O. **Tuition protection service (TPS):** In Australia, TPS most commonly refers to the Tuition Protection Service, is a government initiative that assists students if their education provider can no longer deliver their course.
- P. **Initial term:** it refers to a term of study (academic term) where the last date of the term has passed.
- Q. **Current term:** It refers to a term of study (academic term) which is ongoing. That is, the start date has commenced but the end date of the term is yet to be passed.
- R. **Next term:** It means a term (academic term) which commences straight away after the current term.
- S. **Subsequent term:** It means a term (academic term) which commences in the future, after the next term.

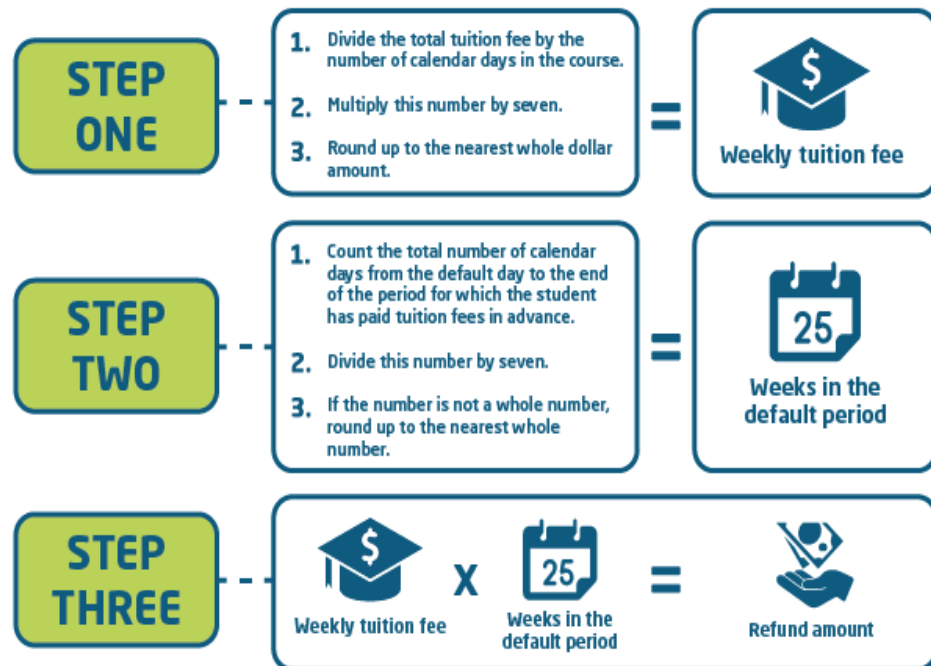


Section 2 Policy Statement

2.1 **Statutory requirements:** Pursuant to the *Education Services for Overseas Students Act 2000 (Cth)* (here-in *ESOS Act 2000*), the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (here-in *National Code 2018*) and the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025* (here-in *Compliance for RTO 2025*) where applicable, Kingston Training and Employment Pty Ltd RTO 6811 CRICOS 02899b trading as DNA Kingston Training (here-in DNAK) ensures that:

- A. In accordance with the *Compliance for RTO 2025* and the *ESOS Act 2000*, DNAK maintains a strictly governed financial system for the protection of student funds. Any tuition fees collected in advance exceeding \$1,500 or representing more than 50% of the total course cost, are deposited into a dedicated, ring-fenced trust account. These funds are held in trust and are only drawn down progressively as course delivery occurs. This account is under the direct oversight of DNAK Senior Management to ensure full statutory compliance and to provide a financial guarantee for all pre-paid student tuition.
- B. Should DNAK default on a course which has commenced but has not completed, any unspent tuition fees will be refunded to the student if DNAK cannot make arrangement for an alternative course in the best interest of the student and the student does not accept the alternative course arrangement within fourteen (14) days of the default date.
- C. The method used to calculate the unspent tuition fee where DNAK defaults on a course remains as per statutory requirement per published by ASQA and as per below:

(Please note that the ASQA calculation method applies specifically to provider default scenarios)



<https://www.asqa.gov.au/default-obliqations-guide/student-obliqations/refunding-students>, James Rayne March 2026)

- D. Where a prospective student has become an enrolled but not yet an active student (course not commenced), and DNAK has defaulted on a course, the student will be issued a release letter and will be released on PRISMs where applicable should DNAK not be able to find an alternative course and the student does not accept the alternative course offered within 14 days.
- E. Where DNAK defaults on a course and fails to discharge its obligations, the ESOS agency and the TPS director will be notified within seven (7) working days of the default period.



- 2.2 **Pecuniary / currency:** All monetary amounts specified by DNAK are in Australian Dollars (AUD).
- 2.3 **Approved refund recipient and methods:** DNAK will only issue refunds to the party identified in the Letter of Offer. Refunds will be processed via electronic funds transfer (EFT) to the bank account nominated by the student on the refund application form. Where fees were originally paid by credit card, DNAK reserves the right to process the refund back to that same card. Any direction to pay a refund to a third party must be provided by the student in writing.
- 2.4 **Refund application deadline:** A student must apply for a refund within one (1) month of the date their course cancellation or withdrawal for compassionate or compelling circumstances (reasons other than provider defaulting) is approved by DNAK. DNAK will not consider refund applications submitted after this period.
- 2.5 **Bank account accuracy & liability:** DNAK shall not be held liable for any refund payments made to an incorrect bank account where the student has provided inaccurate information. DNAK is under no obligation to provide a replacement refund in such circumstances.
- 2.6 **DNAK timeframe to process refund application:** DNAK will complete all refund applications within:

- A. Twenty-eight (28) days from the date the refund application has been received by DNAK for a student who defaults; or
- B. Within fourteen (14) days from the date DNAK has defaulted on a course where applicable.

Note that DNAK will initiate the refund process in the event of provider defaulting should the student not accept the alternative course offer with DNAK or another provider within 14 days. Correspondence will be generally through email and students are advised to regularly check their email for important information / communiques from DNAK.

Notwithstanding, delays pertaining to bank transfer or student not attending to DNAK email queries are outside of DNAK control and can result in significant delays in the refund process.

- 2.7 **Compassionate reasons and compelling circumstances:** DNAK acknowledges that any student may apply for a withdrawal or cancellation of course due compassionate reason/s and/or compelling circumstance/s as long as a student has documented evidence to prove such and endorse their case.
See the DNAK compassionate reasons and compelling circumstances policy for more information.
- 2.8 **Validation of evidence submitted:** Where document has been submitted by a student as evidence to endorse a refund application, DNAK may undergo a validation process to authenticate such document. Where evidence submitted by a student in the form of a document / testimony / exhibit, is deemed as not genuine by DNAK through authentication process, DNAK management may, at its discretion:

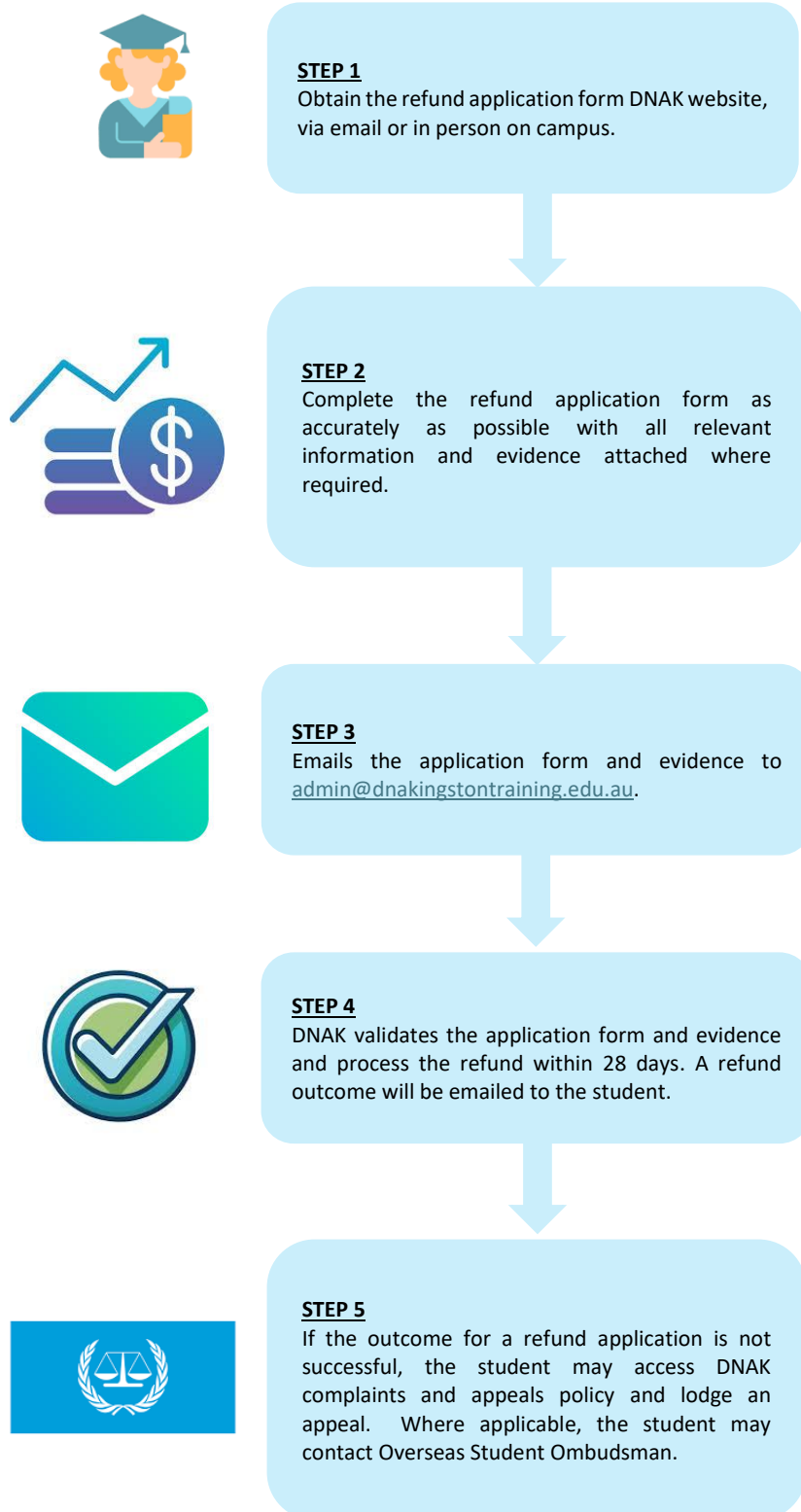
- A. Seek additional evidence from the student;
- B. Appoint a mandatory meeting with the student for violation of code of conduct with possibility of termination of course enrolment where applicable with sufficient notice; or
- C. Deny and recommence a new refund application afresh.

Note that all document / exhibit / testimony submitted as evidence must be in English language. Students are advised to translate their document to English by an approved and certified translator. DNAK does not provide certified translation services.

Note that, subject to paragraph (A), (B) and (C), DNAK may take longer than the standard 28 days.



2.9 Procedure for Application of a Refund: A student who wishes to apply for a refund, must:





2.10 Age of majority: Where a student is under the legal age of 18 years old, the refund application form must be signed by their legal guardians or parents. Where a mandatory meeting is requested by DNAK management with the student, one of their legal guardians or parents must be present during the meeting.

2.11 Australian consumer law (ACL) & Ombudsman: This written agreement pertaining to the student, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies. International students in Australia are protected by the Australian Consumer Law (ACL) and the ESOS framework, ensuring fair treatment when buying goods, services, or education.

All international students should have a safe and fair study experience. If that doesn't happen, the Overseas Student Ombudsman and the National Student Ombudsman can help you. <https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint>

2.12 PRISMs: Where a refund has been granted to a student (overseas student who is on a study visa solely), DNAK will report all relevant information (refund outcomes) to PRISMs within seven (7) days of discharging its obligations.

2.13 Student default: An overseas student or prospective student defaults under the *ESOS Act 2000* if they (but not limited to):

- A. **Fail to start:** They do not begin the course on the agreed date, having not withdrawn beforehand;
- B. **Withdraw:** They withdraw from the course, either before or after the agreed start date; or
- C. **Trigger Provider Refusal:** DNAK terminates enrolment due to non-payment of fees, a student visa breach, or serious misconduct.



Section 3 Refund Table

3.1 The onus is on the student to ensure they meet the eligibility criteria and provide the necessary evidence for a refund, as specified in the Refund Schedule (Annexure A).

Annexure A refund schedule

SCENARIO 1 INTERNATIONAL STUDENT (WITH COE): VISA REFUSAL PRIOR COURSE COMMENCEMENT

An international student has applied to study with DNAK and has signed a written agreement, but their visa has been refused / declined prior commencement of course as per their respective class timetable.

Evidence required to demonstrate the above scenario:

- Notice from the Department of Home Affairs (Australian Immigration) to the students.

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student's refund eligibility is as per below:

A. Tuition fee refund eligibility:	Full refund		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Full refund	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider's policy.		
• Accommodation fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency's policy.		
• Reassessment fee:	Unspent reassessment fees are refunded. <i>(Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)</i>		
C. Refund timeframe:	Within twenty-eight (28) days.		



Annexure A refund schedule

SCENARIO 2 INTERNATIONAL STUDENT (WITH COE):

VISA REFUSAL POST COURSE COMMENCEMENT

A student has applied to study with DNAK and has signed a written agreement, but their visa has been refused / declined post commencement of course as per their respective class timetable.

Evidence required to demonstrate the above scenario:

- Notice from the Department of Home Affairs (Australian Immigration) to the students.

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student's refund eligibility is as per below:

A. Tuition fee refund eligibility:	The student will be refunded the unspent tuition fees as per statutory requirements. See section 2.1.C for more information.		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Unspent resource fee refundable	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider's policy.		
• Accommodation fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency's policy.		
• Reassessment fee:	Unspent reassessment fees are refunded. <i>(Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)</i>		
C. Refund timeframe:	Within twenty-eight (28) days.		



Annexure A refund schedule

SCENARIO 3 INTERNATIONAL STUDENT (WITH COE):

WITHDRAWAL FROM COURSE TO STUDY IN ANOTHER RTO

A student has applied to study with DNAK and has signed a written agreement but wishes to transfer to another RTO to continue their studies whether prior commencement or during course.

Evidence required to demonstrate the above scenario:

- Letter of offer from the intended registered training provider.
- Approval of withdrawal application from DNAK management.

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student's refund eligibility is as per below if the withdrawal application has been approved:

A. Tuition fee refund eligibility:	No refund for initial / completed terms. No refund for current term. No refund for next term. Full refund for subsequent terms. <i>Example:</i> Sonam started her course in Jan 2026 in a 1-year Diploma of WHS which has 4 terms, Term 1 Jan to Apr 2026, Term 2 Apr to Jul 2026, term 3 Jul to Sep 2026 and Term 4 Sep to Dec 2026. In June 2026, Sonam has been approved a withdrawal of course by DNAK management for compassionate reasons to transfer to another RTO. As June is term 2 of the course (current term), Sonam does not get a refund for term 1 (initial term), nor a refund for term 3 which is the next term. Sonam is, however, eligible for a refund in term 4.		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Not refundable	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider's policy.		
• Accommodation fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency's policy.		
• Reassessment fee:	Unspent reassessment fees are refunded. (Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)		
C. Refund timeframe:	Within twenty-eight (28) days.		



Annexure A refund schedule

**SCENARIO 4 INTERNATIONAL STUDENT (WITH COE):
CANCELLATION OF COURSE DUE TO NO REQUIREMENTS TO STUDY**

A student has applied to study with DNAK and has signed a written agreement but wishes to cancel their course as he/she does not have a requirement to remain enrolled in a CRICOS course or simply wishes to return to their country permanently.

Evidence required to demonstrate the above scenario:

- Evidence of the student’s current visa status from the Department of Home Affairs (Australian Immigration)
- Approval of course cancellation application from DNAK management.

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student’s refund eligibility is as per below if the course cancellation application has been approved:

A. Tuition fee refund eligibility:	No refund for initial / completed terms. No refund for current term. No refund for next term. Full refund for subsequent terms. <i>Example:</i> Sonam started her course in Jan 2026 in a 1-year Diploma of WHS which has 4 terms, Term 1 Jan to Apr 2026, Term 2 Apr to Jul 2026, term 3 Jul to Sep 2026 and Term 4 Sep to Dec 2026. In March 2026, Sonam has been approved a course cancellation of course by DNAK management as she has become a permanent resident of Australia Sonam’s eligibility for a refund is: Term 1 no refund, current term. Term 2 no refund, next term. Term 3 and term 4 are subsequent terms and Sonam is eligible for a full refund for these 2 terms.		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Not refundable	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider’s policy.		
• Accommodation fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency’s policy.		
• Reassessment fee:	Unspent reassessment fees are refunded. (Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)		
C. Refund timeframe:	Within twenty-eight (28) days.		



Annexure A refund schedule

SCENARIO 5 INTERNATIONAL STUDENT (WITH COE) & DOMESTIC STUDENT (NO COE):

DNAK CANCELS A STUDENT'S ENROLMENT FOR VIOLATION OF POLICY / LAW

A student has applied to study with DNAK and has signed a written agreement, but their course has been cancelled by DNAK management due to a violation of their visa condition or a violation of DNAK policies.

Evidence required to demonstrate the above scenario: Nil

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student's refund eligibility is as per below if the course cancellation application has been approved:

A. Tuition fee refund eligibility:	<p>No refund for initial / completed terms. No refund for current term. No refund for next term. Full refund for subsequent terms.</p> <p><i>Example:</i> Sonam started her course in Jan 2026 in a 1-year Diploma of WHS which has 4 terms, Term 1 Jan to Apr 2026, Term 2 Apr to Jul 2026, term 3 Jul to Sep 2026 and Term 4 Sep to Dec 2026. In May 2026, Sonam was cancelled by DNAK for violation of course progress policy. Sonam's refund eligibility is: Term 1 is initial term, no refund. Term 2 is current term, no refund, Term 3 is next term, no refund. Term 4 is a subsequent term, and Sonam will get a full refund on their tuition fee for that term 4.</p>		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Not refundable	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	An international student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider's policy.		
• Accommodation fee:	Both an international and a domestic student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency's policy.		
• Reassessment fee:	Unspent reassessment fees are refunded to both international and domestic. (Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)		
C. Refund timeframe:	Within twenty-eight (28) days.		



Annexure A refund schedule

SCENARIO 6 INTERNATIONAL STUDENT (WITH COE) & DOMESTIC STUDENT (NO COE):
DNAK DEFAULTS ON A COURSE PRIOR COMMENCEMENT.

DNAK has taken fees from a student but cannot deliver the course prior to commencement of the course itself.

Evidence required to demonstrate the above scenario: Nil

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student’s refund eligibility is as per below if the course cancellation application has been approved:

A. Tuition fee refund eligibility:	Full refund		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Full refund	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	An international student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider’s policy.		
• Accommodation fee:	Both an international and a domestic student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency’s policy.		
• Reassessment fee:	Unspent reassessment fees are refunded to both international and domestic students. <i>(Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)</i>		
C. Refund timeframe:	Within fourteen (14) days.		



Annexure A refund schedule

SCENARIO 7 INTERNATIONAL STUDENT (WITH COE) & DOMESTIC STUDENT (NO COE):
DNAK DEFAULTS ON A COURSE DURING COURSE.

DNAK has taken fees from a student but cannot deliver the course after commencement of the course itself.

Evidence required to demonstrate the above scenario: Nil

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student’s refund eligibility is as per below if the course cancellation application has been approved:

A. Tuition fee refund eligibility:	The student will be refunded the unspent tuition fees as per statutory requirements. See section 2.1.C for more information.		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Unspent fees will be refunded	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	An international student is to expect a full refund if DNAK has taken the money but has not yet made payment to the OSHC provider on behalf of the student. In any other case, refund amount if any and timeframe for OSHC fee depends solely on the OSHC provider’s policy.		
• Accommodation fee:	Both an international and a domestic student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency’s policy.		
• Reassessment fee:	Unspent reassessment fees are refunded to both international and domestic. <i>(Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)</i>		
C. Refund timeframe:	Within fourteen (14) days.		



Annexure A refund schedule

SCENARIO 8 DOMESTIC STUDENT (NO COE):

APPROVED WITHDRAWAL PRIOR COURSE COMMENCEMENT

A domestic student has applied to study with DNAK and has signed a written agreement and was approved a withdrawal by DNAK management prior commencement of their course as per their respective class timetable.

Evidence required to demonstrate the above scenario:

- Successful withdrawal application from DNAK management.

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student's refund eligibility is as per below:

A. Tuition fee refund eligibility:	Full refund		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Full refund	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	Not applicable as domestic students are not required to hold an overseas health student cover.		
• Accommodation fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency's policy.		
• Reassessment fee:	Unspent reassessment fees are refunded. <i>(Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)</i>		
C. Refund timeframe:	Within twenty-eight (28) days.		



Annexure A refund schedule

SCENARIO 9 DOMESTIC STUDENT (NO COE):

APPROVED WITHDRAWAL POST COURSE COMMENCEMENT FOR ANY REASONS

A student has applied to study with DNAK and has signed a written agreement and was approved a withdrawal of course by DNAK management post commencement of course as per their respective class timetable.

Evidence required to demonstrate the above scenario:

- Successful withdrawal application from DNAK management.

Document required to process the refund:

- Refund application form with accurate banking details of the student or nominated party.

The student’s refund eligibility is as per below:

A. Tuition fee refund eligibility:	<p>No refund for initial / completed terms. No refund for current term. Full refund for next term. Full refund for subsequent terms.</p> <p><i>Example:</i> Sonam is a domestic student who started her course in Jan 2026 in a 1-year Diploma of WHS which has 4 terms, Term 1 Jan to Apr 2026, Term 2 Apr to Jul 2026, term 3 Jul to Sep 2026 and Term 4 Sep to Dec 2026. In June 2026, Sonam has been approved a withdrawal of course by DNAK management for compassionate reasons to transfer to another RTO.</p> <p>As June is term 2 of the course (current term) and Sonam does not get a refund for term 1 (initial term), Sonam is eligible for a refund for term 3 (next term) and term 4 (subsequent term) if paid in advanced.</p>		
B. Non-tuition fee refund eligibility:			
• Application fee:	Not refundable	• Testamur reprint:	Not refundable
• Resource fee:	Not refundable	• Late payment fee:	Not refundable
• Other fee: (if applicable)	Not refundable	• Postage fee:	Not refundable
• OSHC fee:	Not applicable as domestic students are not required to hold an overseas health student cover.		
• Accommodation fee:	A student is to expect a full refund if DNAK has taken the money but has not yet made payment to the real estate on behalf of the student. In any other case, refund amount if any and timeframe for accommodation depends solely on the real estate agency’s policy.		
• Reassessment fee:	Unspent reassessment fees are refunded. <i>(Full refund if the due date of the reassessment has not yet passed, not has the student partaken in any reassessment activity. If the date of reassessment has passed, the student will not be granted any refund regardless of whether he/she attended.)</i>		
C. Refund timeframe:	Within twenty-eight (28) days.		



Section 4 Governance & Document History

4.1 DNAK maintains a structured governance framework responsible for the oversight, moderation, and administration of corporate policies and procedures. These instruments are reviewed and amended on a recurring basis to ensure continued alignment with industry standards, operational exigencies, and evolving statutory obligations. All material amendments are recorded in the accompanying revision history.

Document history

Version No.	Effective date	Who	Changes made to versions
Version 09	October 2015		<ul style="list-style-type: none"> Merge Local and International student policy
Version 10	September 2018		<ul style="list-style-type: none"> Revised tables
Version 11	March 2019		<ul style="list-style-type: none"> Changes to format & Latest standards updated
Version 12	July 2022		<ul style="list-style-type: none"> General review and changes to publicly funded
Version 13	July 2023		<ul style="list-style-type: none"> Conditions and changes to refund grid
Version 14	1 April 2026	James Rayne College Manager	<ul style="list-style-type: none"> Appearance, format and logo. Simplified contents for clarity of stakeholders. Updated information to meet legislative and regulatory requirements such as <i>ESOS Act 2000</i>, <i>ESOS Reg 2019</i>, <i>National Code 2018</i> and ASQA directives. Included statutory definitions for compliance and ease of interpretation of stakeholders.