

Refund Policy

1. Purpose

Smartskill is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Smartskill is required to have and provide detail of a fair and reasonable refund processes.

The purpose of this policy is to provide for the appropriate handling of Learner refunds.

2. Policy Statement

Smartskill is committed to ensuring fair and reasonable refund practices. Smartskill will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees paid by learners, where training and assessment activities have not been delivered by Smartskill Pty Ltd.

3. Policy Principles

The following principles underpin this policy.

- a) Details of Smartskill Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Smartskill will firstly encourage a Student / Trainee to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a Student / Trainee to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a Student / Trainee has commenced their course/unit.
- f) For learners who have been allocated and are accessing online resources via Futura, TRS Online on any other online platform, a fee of \$50 will be charged per enrolled unit.
- g) There is no refund to participants who do not obtain their qualification after assessment.
- h) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the Student / Trainee.
- i) Smartskill does not accept liability for loss or damage suffered in the event of withdrawal from a course by a Student / Trainee.
- j) Smartskill provides a full refund to all Student / Trainees, should there be a need for Smartskill to cancel a course. In the first instance Smartskill will (where possible) provide an opportunity for the Student / Trainee to attend another scheduled course.
- k) If Smartskill cancels a course, Student / Trainees do not have to apply for a refund, Smartskill will process the refunds automatically.
- l) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale:.

Qualifications / Short Courses / Training programs

Refunds for enrolments are calculated in accordance with the following sliding scale.

| Reason for Refund | Notification requirements | Refund |
|--|--|--|
| Student / Trainee withdraws | In writing, eight (8) calendar days or more prior to the course commencement | 100% of the course fee (paid by the Student / Trainee) |
| Student / Trainee withdraws | In writing, within seven (7) calendar days prior to the course commencement. | 75% of the full course fee (regardless of how much the Student / Trainee has already paid) |
| Student / Trainee withdraws | In writing, less than 24 hours prior to course commencement. | Nil Refund |
| Student / Trainee withdraws | Has been allocated online learning materials (regardless or whether accessed or not) | \$50 for each unit of competency allocated or enrolled in. |
| Student / Trainee withdrawn from the course by Smartskill | After course commencement, due to inappropriate behaviour | Nil Refund |
| Course cancelled by Smartskill | | 100% of the course fee (paid by the Student / Trainee) |
| A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment | | |
| Fees are refunded in full where the Student / Trainee submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment | | |

Administration fees

| Fee Type | Description | Fee \$\$ |
|---------------------------------|--|----------------------------|
| Administration cancellation fee | RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation | \$150.00 per qualification |

4. Smartskill Responsibilities

The Director of Smartskill is responsible for ensuring compliance with this policy. Smartskill Administration will process refund requests once approved, within 7 days from the day of approval.

5. Access & Equity

The Smartskill Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

All Refund practices are monitored by the Director of Smartskill and areas for improvement identified and acted upon. (See Continuous Improvement Policy)