

# Refund Policy

## 1. Purpose

Smartskill is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs) 2025. As such, Smartskill is required to have an effective refund process to ensure students entitled to receive monies are dealt with accurately and honestly.

Smartskill is committed to providing a fair and reasonable refund process, and ensures the provision of refunding monies to eligible students align with the Standards for Registered Training Organisations (SRTOs) 2025 and State funding authority guidelines.

## 2. Policy Statement

This policy establishes a framework to process applicable fees and charges for services rendered, and ensure students have access to a remedy and refund process if unsatisfied or have enrolled in the improper qualification. The Director of Smartskill reviews fees, charges and on a regular basis, and fees and charges are calculated in line with State funding guidelines and business objectives.

Smartskill ensures the nominated fees for each qualification are listed on its website and are accessible to students prior to enrolment.

## 3. Policy Principles

The following principles underpin this policy:

- a) Details of this Refund policy will be publicly available.
- b) Parties seeking a refund of fees paid must do so in writing via letter, email or the completion of the Smartskill refund form.
- c) Payment of refunds will occur within seven business days after application for refund has been approved by the Director of Smartskill.
- d) Students are encouraged to enrol or transfer to another unit of competency or qualification prior to applying for a refund.
- e) There is **no refund** applicable where a student has commenced their training in either a unit of competency or qualification.
- f) There is no refund to participants who do not obtain their qualification or statement of attainment after training is complete.
- g) Smartskill does not accept liability for loss or damage suffered in the event of withdrawal or cancellation from a unit of competency or qualification.
- h) If Smartskill cancels the training for a unit of competency or qualification, the student does not have to apply for a refund as Smartskill will process the refunds automatically.
- i) Refunds for cancellation or withdrawal from a unit of competency or qualification will be based on Table A.

## 4. Smartskill Responsibilities

The Director of Smartskill is responsible for ensuring all staff, contractors, and third party providers comply with this policy, and students have access to the policy prior to enrolment and during the training process.

### **5. Access & Equity**

All refund applications either approved or declined by the Director of Smartskill will adhere to access and equity principles (See Access and Equity Policy)

### **6. Records Management**

All refund applications either approved or declined by the Director of Smartskill will be 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)

## TABLE A - Refunds

Refunds for enrolments are calculated in accordance with the following table.

<b>Student</b>		
<b>Unit of competency</b>		
Student cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Student removed from training due to inappropriate behaviour	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
<b>Short course (grouped units of competency e.g. bar or restaurant course)</b>		
Student cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Student removed from training due to inappropriate behaviour	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
<b>Qualification (including RPL process)</b>		
Student cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training and/or assessment has commenced	No refund
<b>Additional fees</b>		
Resources or training materials have been provided to Student	Has been allocated or enrolled in online learning resources (regardless of whether accessed or not)	\$50 for each unit of competency.
Administration fees to process cancellation or withdrawal by Student	Unit of competency	\$25.00
	Short course	\$75.00
	Qualification	\$150.00

<b>Third party provider, employer or stakeholder</b>		
<b>Unit of competency</b>		
Third party provider, employer or stakeholder cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
<b>Short course (grouped units of competency e.g. bar or restaurant course)</b>		
Third party provider, employer or stakeholder cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training has commenced	No refund
Smartskill cancels training	Prior to or during training and/or assessment	100% of fees paid
<b>Qualification (including RPL process)</b>		
Third party provider, employer or stakeholder cancels enrolment or withdraws	More than seven (7) days before training commences	100% of fees paid
	Less than seven (7) days before training commences	50% of fees paid
	Once training and/or assessment has commenced	No refund
<b>Additional fees</b>		
Third party provider, employer or stakeholder cancels enrolment or withdraws	Unit of competency	\$5.00 per person
	Short course	\$10.00 per person
	Qualification	\$20.00 per person