

Refund Policy

1. Purpose

Smartskill to a fair and reasonable refund process.

2. Policy Statement

Smartskill is committed to providing refund practices that align with the Standards for Registered Training Organisations (SRTOs 2015) and Skills Assure Supplier standards.

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.
- d) Students or trainees are encouraged to enrol or transfer to another unit of competency, short course or qualification prior to applying for a refund.
- e) There is **no refund** applicable where a student or trainee has commenced their training in either a unit of competency, short course 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, short course or qualification.
- h) If Smartskill cancels the training for a unit of competency, short course or qualification, student or trainees do 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, short course or qualification will be based on Table A.

4. Smartskill Responsibilities

The Director of Smartskill is responsible for ensuring compliance with this policy.

5. Access & Equity

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

6. Records Management

All refund applications either approved or declined by the Director 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.

Student or trainees		
Unit of competency		
Student or Trainee 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 or Trainee 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
Short course		
Student or Trainee 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 or Trainee 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
Qualification (including RPL process)		
Student or Trainee 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
Additional fees		
Resources or training materials have been provided to Student or Trainee	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 or Trainee	Unit of competency	\$25.00
	Short course	\$75.00
	Qualification	\$150.00

Third party provider, employer or stakeholder		
Unit of competency		
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
Short course		
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
Qualification (including RPL process)		
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
Additional fees		
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