

## Refund Policy

### Purpose

Skill360 Australia delivers training products and services in accordance with the VET Quality Framework and the 2015 Standards for RTO's. Skill360 Australia's registration status is regulated by the Australian Skills Quality Authority (ASQA). Skill360 Australia is committed to providing quality training and assessment in accordance with the standards for RTOs. As such Skill360 Australia is required to have and provide detail of fair and reasonable refund processes.

The purpose of this policy is to provide and ensure the appropriate handling of client refunds.

### Statement

Skill360 Australia is committed to ensuring fair and reasonable refund practices.

Skill360 Australia will:

- Ensure potential students are notified of all fees and charges applicable to the delivery and assessment of a training course or qualification prior to an enrolment. Including payment terms, non-refundable administration fees and clearly identify which are compulsory and any incidental costs that may be applicable
- Ensure all promotional and marketing material clearly state all correct fees and charges to complete a course or qualification
- All student contribution fees will be reviewed annually to ensure compliance with contract agreements
- Follow the exemption, partial exemption and concessional clauses identified under funding agreements and retain evidence to support this claim
- Retain evidence of all fees and charges collected for training
- Protect all fees paid in advance by students to meet our obligations to learners and ensure compliance with industry standards
- Refund student contribution fees fairly to students and ensure their awareness of the refund policy and specific agreement of terms prior to enrolment.

### 1.2 Legislation

The legislation that influences this policy is:

- National Vocational Education and Training Regulator Act 2011
- Financial Viability Risk Assessment Requirements 2011
- Consumer Protection Law 2011
- Data Provision Requirements 2012
- Unique Student Identifier Act 2014

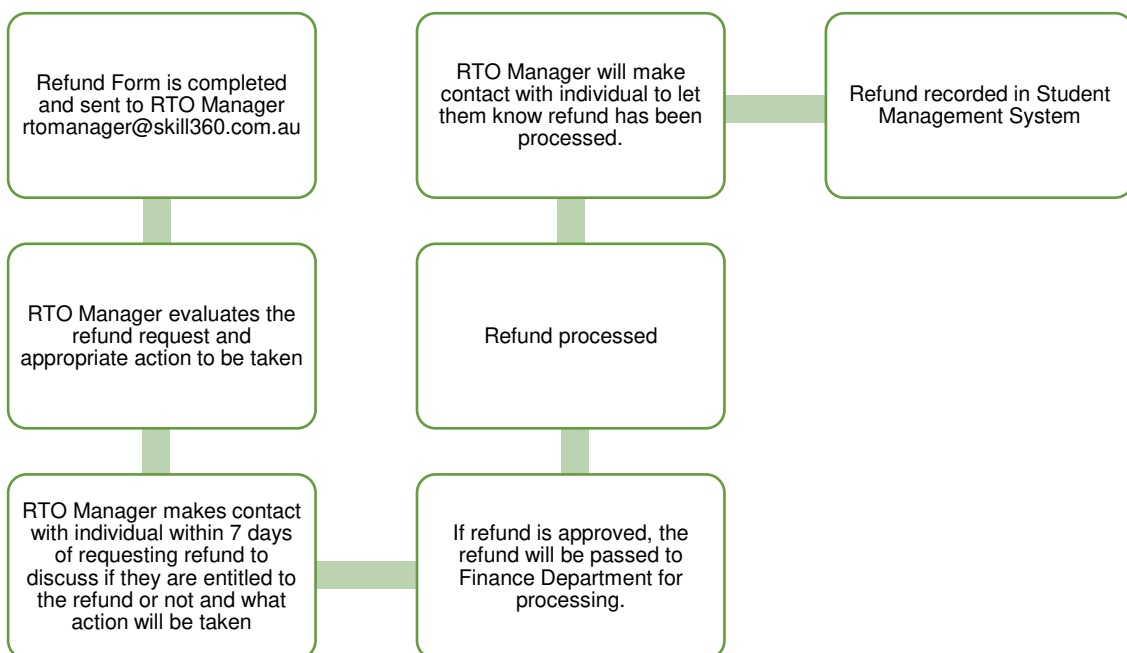
## Policy Principles

The following principles underpin this policy:

- Details of Skill360 Australia Refund Policy are to be publically available
- Payment of all approved refunds is made within one week (seven days) of application for refund
- With regards to all withdrawals, Skill360 Australia will encourage a client to enrol on another course date, prior to processing refund applications
- Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course
- There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client
- Skill360 Australia does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client
- Skill360 Australia provides a full refund for clients should there be a need for Skill360 Australia to cancel a course. In the first instance Skill360 Australia will (where possible) provide an opportunity for the client to attend another scheduled course
- If Skill360 Australia cancels a course, clients do not have to apply for a refund, Skill360 Australia will process the refunds automatically
- Refunds for cancellation of enrolments are granted on a sliding scale

## Refund Process

Skill360 Australia will follow the refund process below



## Conditions and Terms of Refunds

Refunds for enrolments are subject to the following refund policies:

- A fee equal to 40% 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 client submits in writing reason for withdrawal, seven (7) days or more prior to commencement of an enrolled course or assessment
- An administration fee of \$100 applies

Reason for Refund	Notification Requirements	Refund Policy
Client withdraws	In writing, seven (7) calendar days or more prior to the course commencement	100% of the course fee (paid by the client), however an administration fee of \$100 applies
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement	60% of the course fee (paid by the client)
Client withdraws	In writing, less than 24 hours prior to course commencement	No refund
Course cancelled by Skill360 Australia		100% of the course fee (paid by the client)
Unit Commenced	For all individual units commenced from within a Qualification/Accredited Course	60% of the unit fee will be refunded
Unit NOT Commenced	For all individual units NOT commenced from within a Qualification/Accredited Course	Full refund minus the administration fee of \$100

## Responsibilities

The Chief Executive Officer (CEO) is responsible for ensuring compliance with this policy.

The RTO Operations Manager is responsible for receiving and approving all refund requests.

## Definitions

- **Student** – someone who is partaking in training and or assessment conducted by or on behalf of Skill360 Australia. This includes those undertaking accredited qualifications and non-accredited courses, trainees and apprentices, corporate clients and fee for service students.
- **Tuition Fee** – The fee to cover the cost of training for an individual unit.
- **GAP Fee** – The difference (gap) between the Government's subsidy and the RTO's fee.



- **Student Contribution Fees** – are a student’s contribution to the cost of tuition and is a charge that must be issued by the Registered Training Organisation (RTO) as stipulated by the current User Choice Contract.
- **Compulsory and Incidental Fees** – The only compulsory cost to students is the tuition fee. Incidental fees may include internet access, printing of notes or handouts not essential to delivery of the course.
- **Partial Exemption** - includes not more than 40% of the student contribution fee where the participant falls into one or more of the following categories:
  - a) The Participant was or will be under the age of 17 at the end of February in the year in which the Skill360 Australia provides training, and the Participant has not completed year 12
  - b) The Participant holds or can obtain a health care card or pensioner concession card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card
  - c) The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Application Form