

CANCELLATION AND REFUND POLICY

General Information

- All *Cancellations and Requests for Refund* must be submitted using the **Course Variation Form**, which is available at the Reception Desk or via the Skills Australia Institute website www.skillsaustralia.edu.au.
- In case of a cancellation by the student or Skills Australia Institute, any outstanding fees become due within 7 (seven) days.
- The costs incurred by Skills Australia Institute for unpaid fees, may be recovered as a debt by action in a court of competent jurisdiction.
- Skills Australia Institute will not release any testamurs to students until all outstanding course fees have been paid.
- All amounts referred to in the Refund and Cancellation Fee Policy are in Australian Dollars (AUD).
- Where a refund is approved by the CEO, and is not due to the College defaulting, Skills Australia Institute will make payment of refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**.
- No refunds will be paid to a third party (a person other than the student), unless the student requests in writing that the refund is to be transferred to another bank account.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated. This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

Refund Specifications and Cancellation Fees			
Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Penalty
Application for visa is unsuccessful	Before Semester/Course Commences	Full refund less cancellation administration fee of \$250	\$250 cancellation administration fee
	After Semester/Course Commences	Calculated refund less cancellation fee	\$250 cancellation administration fee + Pro-rata of tuition fee used calculated on a weekly basis
Student Default Student with a student visa withdraws OR Student Enrolment is cancelled for a breach of College or Student visa rules	More than 10 weeks before semester/course commences	Full refund less cancellation penalty	10% of a Semester fee
	More than 4 weeks and up to 10 weeks before semester/course commences	70% of a semester fee	30% of a semester fee
	4 weeks or less before semester/course commences	40% of a semester fee	60% of a semester fee

	After semester/course commences	No Refund on current semester/course fee For subsequent semester/courses refer to Notification Period	100% of current semester/course fee For subsequent semester/courses refer to Cancellation Penalty
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Skills Australia Institute delivers courses based on terms.

One Term = 10 weeks study period + 3 weeks holidays = **13 weeks**.

Two Terms = One Semester = 20 weeks study period + 6 weeks holidays = **26 weeks**.

Student Default occurs when:

- the course begins at the location on the defined starting date, but the student is a no-show on that day (and has not previously withdrawn); or
- the student decides to leave from the course at the specified place (before or after the defined starting date); or
- the registered course provider refuses to provide, or continue providing, the course to the student at the location due to one or more of the ensuing actions:
 - the student is unable to make a payment of the liable amount to the provider, whether directly or indirectly, in order to start the course;
 - the student is in breach of student visa conditions;
 - the student is in breach of Skills Australia Institute Code of Conduct.

Refunds after Skills Australia Institute Default

In the unlikely event of Skills Australia Institute default, **within 14 days of the default**, Skills Australia Institute will:

- offer an alternative place at Skills Australia Institute's expense, that is accepted by the student in writing; or
- Refund the unused portion of the prepaid fees to the student.

If Skills Australia Institute is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place you in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.