Email: info@skillwisetraining.edu.au
Web: www.skillwisetraining.edu.au

Refund Policy and Procedure

Purpose

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

Scope

This policy applies to all students.

Policy

1. **General refund information**
   1.1. Details of Skillwise Training Pty Ltd's refund policy will be made available to the public on the website
   1.2. All refund requests must be in writing using the refund request form or via email.
   1.3. All refund requests must be considered within three (3) days of application
   1.4. Payments of all refunds will be made within seven (7) days of approval of the refund
2. **Course cancellation – Skillwise Training Pty Ltd**
   2.1. Students will be eligible for a full refund if Skillwise Training Pty Ltd cancels the course
   2.2. Students will not be required to request the refund, Skillwise Training Pty Ltd will process the refund automatically after receiving students' bank account details
   2.3. If the student is withdrawn from a course by Skillwise Training Pty Ltd due to inappropriate behaviour, they will not be entitled to a refund. These withdrawals must be done within the guidelines as outlined in the Student Conduct Policy
3. **Course Cancellation (prior to course commencement) - Student**
   3.1. The course commencement date will be the date nominated by the student to commence their course enrolment form.
   3.2. If the student cancels their enrolment more than seven (days) before the course commences, then they will receive a full refund minus a $0 enrolment fee.
   3.3. If the student cancels their course within seven 7 days of the course commencing, then they will be given a full refund, minus a $0 enrolment fee and a $150 cancellation fee.

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4. Course Cancellation (after course commencement) – Student

4.1. The course commencement date will be the date nominated by the student to commence their course on the enrolment form.

4.2. If the student cancels after the commencement of their course, they will be entitled to a pro-rata refund.

4.3. Refunds will be calculated based on the class timetable and the number of units that the student should have commenced at the time of cancellation.

4.4. Refunds will be calculated using the following formula

4.4.1. Total amount paid – $0 enrolment fee + $150 cancellation fee = potential refund amount

4.4.2. Potential refund amount ÷ number of units in the course = per unit cost

4.4.3. Potential refund amount – (per unit cost x number of units already commenced) = final refund amount

5. Special Circumstances

5.1. Skillwise Training Pty Ltd does not accept responsibility for changes to a student's work commitments or personal circumstances. The following situations are not considered special circumstances

5.1.1. Change in work hours

5.1.2. Inconvenience of travel or travel issues on the day

5.1.3. Family commitments

5.2. Skillwise Training Pty Ltd will consider refunds for special circumstances in the following situations

5.2.1. Serious misadventure

5.2.2. Serious Illness

5.2.3. Serious Illness of an immediate family member

5.3. For students to be considered for a refund for special circumstances, the student will be required to provide evidence of the special circumstances occurring.

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6. Enrolment Extensions

6.1. Students must complete the course within the due date. Students who are unable to complete the course within the due date due to any unforeseen circumstances may seek an extension by submitting a request form along with the supporting documentation to the RTO Manager via email at studentsupport@skillwisetraining.edu.au. The RTO Manager will investigate each request based upon individual circumstances.

6.2. The request for the extension should be made at least one week before the expiry of the enrolment.

Procedure

1. **Lodgement of refund by student**

1.5. Student sends an email to studentsupport@skillwisetraining.edu.au or completes the "Refund Request Form", notifying their request for cancelling the course a refund of fees paid.

1.6. Administration officer at the front desk reviews the course cancellation request and verifies the eligibility for a refund.

1.7. Administration officer may contact the student regarding the cause of course cancellation.

1.8. Administration officer forwards the email template course cancellation/refund if the student has requested via email or student can download the Application for Cancellation and Refund Request form from the College's website.

2. **Calculation of refund amount and paying the refund**

2.1. Once received, the Administration Officer verifies the details and forwards the application to accounts.

2.2. Account department then verifies whether the student is eligible for a refund and calculates the amount of refund to be paid, based on the 'Refund Policy.'

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2.3. Account department pays the due amount directly to the nominated account details on the email/ Refund Request Form student. If there is no refund available, account department notifies the student.

2.4. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account.

2.5. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.

3. **Finalising the refund request**

3.1. Account department changes the course status to 'Cancelled' and unit competency to either 'Cancelled' or 'Withdrawal', based on the stage of the progression.

3.2. Account department destroys all the physical records and deletes the student folder

Refunds Procedures		
STEP 1 – Lodgement of Refund by Student		
No.	**Who**	**Actions**
1.1	**Student**	a) Student completes "**Refund Request Form",** notifying their request for a refund of fees paid via email at studentsupport@skillwisetraining.edu.au
1.2	**Admin Officer**	a) Review the refund application and ensure that the Student is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check student records to identify how the money was originally paid (i.e. cash, debit/credit card, bank transfer etc.). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the

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		credit/debit card or transfer to the bank account. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete "**Refund Request Form"**. e) Provide completed "**Refund Request Form"** to RTO Manager for Approval f) Go to Step 3.
STEP 2 – Refund of fees – Due to Course Cancellation		
No.	**Who**	**Actions**
2.1	**Admin Officer**	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that specific course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (i.e. cash, bank transfer, credit card or through a company). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card or Bank transfer, note the refund to be processed via refunding the credit/debit card or Bank transfer. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a "**Refund Request Form"** for each client eligible for a refund. e) Provide completed "**Refund Request Form"** to RTO Manager for Approval.
STEP 3 – Management approval for Refund		
No.	**Who**	**Actions**

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3.1	**RTO Manager**	a) Review refund and note approval/modification/decline on "**Refund Request Form"**. b) Return Completed "**Refund Request Form"** to Admin/Front Desk for processing.
STEP 4 – Finalise Refund Request		
No.	**Who**	**Actions**
4.1	**Admin Officer**	a) If a refund is approved: i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the "**Refund Request Form"**. iv. Take a copy of completed "**Refund Request Form"** for client file**.** v. Send original "**Refund Request Form"** to accounts for processing. vi. File all documentation on client file. b) If a refund is declined: i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "**Refund Request Form"**. iv. File original completed "**Refund Request Form"** and all documentation on the client file**.**
STEP 5 – Processing the Refund		
No.	**Who**	**Actions**
5.1	**Accounts**	a) Upon receipt of completed "**Refund Request Form"** process and make refund to the client. Noting the method of refund. b) Update accounts system (e.g. MYOB, QuickBooks, XERO etc.) c) File the documentation accordingly, in the **Refunds File**.