

Skilled Up Refund Policy

Course Cancellations and Transfers

Course Cancellations and Transfers must be notified in writing and include the following information:

- Identification of student
- Effective date of cancellation of the student
- The reason for the request for a refund
- The students complete contact information (name, address, phone, e-mail, etc.)

Cancellations

- Notifications received 5 days prior to commencement date will not incur a cancellation fee.
- Notifications received after the required notice period but before commencement date may incur a cancellation penalty of 50% of the course fee.
- Notifications received after the commencement date may incur a cancellation penalty of 100% of the course fee.

Skilled up reserves the right to apply administrative processing fee of \$25 for any refund.

Transfers

- Notifications received 5 days prior to commencement date will not incur a transfer fee.
- Notifications received after the required notice period but before commencement date will automatically incur an administrative fee of \$25.
- Notifications received after the commencement date will automatically incur an administrative fee of \$25.

Skilled up recognize that there are circumstances which make it necessary for its students to cancel their enrolment or defer their participation in a course of study. Skilled up's Refund Policy details the procedure in this case.

Skilled up may in its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances. Refund for part course fees will be calculated on a pro-rata basis on the booking price. The pro rata will not include the enrolment fee (\$0) which is a portion of fees not eligible for refund. E.G. if a student completes only 50% of the course, then they would be eligible for a 50% pro rata refund.

In the below outlined cases and when course fees have been received by Skilled up, a full refund of all payments will be issued:

- Skilled up make a preliminary assessment of a student's eligibility to enrol in courses under the New Apprenticeships Arrangement in good faith. The final decision that is made by an Australian Apprenticeships Centre (AAC) consultant finds that the student is deemed to be ineligible.
- Skilled up have cancelled a course prior to commencement.
- Skilled up CEO sympathetically reviews any extenuating circumstances of applications for refund under the refund policy by any student.

Approved applications for refund will be processed with fourteen (14) days of notice. All applications for refund will be reviewed and authorized by the Sales Director/CEO.

Note: Students will not be entitled to a refund of any course fees if they are removed from the course for any breach of the Skilled up 'Student Behaviour Policy' or other serious misconduct. Any student grievance or complaints in regards to cancellation or transfers are to be submitted to the RTO manager/CEO as per the Skilled up grievance policy.