

Student Refunds Policy

Purpose

The purpose of this policy is to present information relating to Connect Skills Institute Pty Ltd processing refunds to students.

Policy Detail

Tuition fees paid are **refundable in full** as follows:

- A full refund of fees will be made if the student advises Connect Skills Institute that they are withdrawing from the course within 7 days of payment & they have not accessed the learning materials and/or assessments.
- Where the student application for enrolment is refused by Connect Skills Institute, a full refund will be made.

A partial refund will be made:

- When a student has overpaid for the course, the overpaid amount will be refunded.
- Where the student is found to be eligible for a fee exemption (Concession) and provides documented evidence of this.

A partial refund will be made (*Service Refund (once-off administration fee) applies*):

- Where there is extended hospitalisation or illness (two-week period minimum) supported by a medical certificate; resulting in extended absence from training. Course unit prices are calculated by taking the total course cost paid and divided by the total number of units.
- Where the student wishes to reduce their study from a full qualification to a short course (*for example: Certificate IV in Property Services to Assistant Agent course*). Course unit prices are calculated by taking the total course cost paid and divided by the total number of units.
- Where a student faces circumstances by reason or hardship or other factors at the discretion of the CEO of Connect Skills Institute, a partial refund may be made.

Circumstances where **no refund applies**:

- Where the student is found to have commenced learning or assessment online and has access to the course materials will not be entitled to a refund of fees of any fees paid in advance.
- Where the student is found to have plagiarised their work and has had their enrolment cancelled by Connect Skills Institute Pty Ltd.
- Where a student wishes to transfer to another RTO.

Additional Details

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or a letter.

Connect Skills Institute Pty Ltd staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees.

Learners must pay any 'other fees' that are due before a refund will be issued. Please see the Student Fees Policy for more details.

The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

For more information please refer to our Student Refunds Policy on our website.

Connect Skills Institute administration staff process refunds within 7 working days from the day of a refund decision being made.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

All staff are recommended to refer to the [Australian Consumer Law Sales Practices Guide](#):

(<https://www.accc.gov.au/system/files/Sales%20Practices%20Guide%20with%200addendum.pdf>) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

Connect Skills Institute Pty Ltd do inform prospective learners within the Student Handbook. It must be noted by all staff that Connect Skills Institute Pty Ltd do not engage in unsolicited marketing or sales tactics and therefore **a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program**. For refund option in other circumstances, learners must refer to the Student Refund Policy.

Our Guarantee to Clients

If for any reason Connect Skills Institute Pty Ltd is unable to fulfil its service agreement with a learner, Connect Skills Institute Pty Ltd must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated.

In these circumstances, the following will be adhered to:

- Connect Skills Institute Pty Ltd will speak to industry to determine alternative RTO that can provide the individual with the best training and then inform the individual;
- A statement of attainment (transcript of assessments that are competent) will be given to the student;
- Once a suitable RTO has been chosen, all files and system records will be provided to the RTO;
- Any fees paid for tuition yet to be delivered will be refunded to the individual.

Learner complaints about refunds

Learners who are unhappy with Connect Skills Institute Pty Ltd arrangements for the refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Connect Skills Institute Pty Ltd Complaints & Appeals Policy.

Approval Authority

This document is approved by the Executive Management as indicated with the electronic control copy maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced

- Complaints & Appeals Policy
- Student Fees Policy
- Australian Consumer Law Sales Practices Guide