

## Refund Policy

### Purpose

The purpose of this policy is to present information relating to Connect Skills Institute Pty Ltd processing refunds to learners/students for all courses.

### Policy Detail

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**Short Courses and Real Estate CPD:** Due to our significant intellectual property no refund is available for CPD Courses or Short Courses once course material has been flagged as viewed/accessed by our learning management system.

**Vocational and Accredited Courses:** Students enrolled into a vocational or accredited course (studying units from Certificate IV or Diploma) may request a refund for any reason within 2 days (48 hours) from the time of course purchase. The course fee will be refunded less any fees detailed in the table below:

Administration Fee (Applies to all refunds)	\$99
RPL Fee (If any RPL assessment has been applied)	\$299

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All refund requests must be made in writing. This may be via email or a letter.

A full refund will be made less administration fee where the student application for enrolment is refused by Connect Skills Institute.

A partial refund will be made of 10% of the total course fee where the student is found to be eligible for a fee exemption (Concession) and provides documented evidence of this.

Circumstances where no refund applies:

- Where the learner requests a refund after 2 days (48 hours) from the time of course purchase.
- Where a student is found to have breached the Code of Conduct policy and/or has had their enrolment cancelled by Connect Skills Institute Pty Ltd.

- Where a 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).
- Where a student wishes to transfer to another course or training provider.

#### Questions of Hardship (Hospitalisation or Illness)

The following examples are not appropriate circumstances to be granted a refund:

- Not enough time to complete/too busy
- I no longer want to work or change in work hours
- My employer wants me to study elsewhere
- Moving interstate
- Redundancy

Where there is extended hospitalisation or illness within 1 month from course payment (two-week period minimum & supported by a medical certificate) resulting in extended absence from training, a student refund (less admin fee) may be applicable at the discretion of the CEO.

#### Additional Details

Connect Skills Institute Pty Ltd staff who are approached with initial notice of refund 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 refund application processing time may take up to 10 working days of receiving the refund request with the supporting documents and Connect Skills Institute administration staff will process refunds within 7 working days from the day of a refund decision being made.

A learner who wishes to cancel their enrolment does not need to give notice in writing.

In the event a student enrolls into the incorrect course we allow learners to transfer to another course if they notify Connect Skills Institute within 7 days of course purchase. If the new course costs more, the student must pay the difference. If the new course costs less, the student does not receive a refund for the difference in course cost. RPL fee applies to course transfers, if applicable.

### 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 of 10 days is 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 typically include unsolicited door-to-door sales or cold calling.

Connect Skills Institute Pty Ltd does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a course/program. Please see the Australian Consumer Law Sales Practices Guide for more information:

<https://www.accc.gov.au/system/files/Sales%20Practices%20Guide%20with%20addendum.pdf>

### Learner complaints about refunds

Learners who have reasons to believe that Connect Skills Institute Pty Ltd has not followed its policies and procedures for the refunding of course fees are entitled to access the internal appeal procedure. This should occur in accordance with Connect Skills Institute Pty Ltd Complaints & Appeals Policy.

### Approval Authority

This document is approved by the Chief Executive Officer as indicated with the electronic control maintained by Connect Skills Institute staff.

### Changes

We may update this Refund Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

### Documents Referenced

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

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