

Cancellation, Transfer and Refund Policy

Cancellation of enrolment can occur when:

- The full balance of the fee is not paid
- The student voluntary withdraws from a course
- The RTO ceases to operate

Whether a refund will be accepted depends on the timing of the application for cancelling the course. If you wish to cancel your enrolment in a course with Skills Strategies International, a refund for the program fees may apply using the following time guidelines:

Notification of Withdrawal	Refund Policy
Learner withdraws more than 14 days prior to commencement	Full refund
Learner withdraws within the period of 14 days prior to commencement	Full refund less 20% (or \$100) administration fee depending on the course
Learner has enrolled in a program that has been cancelled by Skills Strategies	Full refund
Learner withdraws after commencement	No refund

Transfers to another course where notification is received less than 14 days before the commencement date will be treated the same as a learner withdrawal.

Skills Strategies International is unable to accept responsibility for changes in student's personal circumstances. No refund is available to students who leave before the end of their course unless the student can provide a medical certificate for illness, or show extreme personal hardship. The decision to provide a student a refund on compassionate grounds is at the sole discretion of SSI.

Where an RTO ceases to operate, any fees paid in advance for units not yet commenced will be refunded. Units that have been opened regardless of progression or units already completed are not eligible for refund. There are a number of scenarios where a full/partial/ or zero refund applicable. These are outlined in the annual VET Fees and Charges Policy.

The current year VET fees and Charges Policy is available in the Resources > Compliance documentation on our website.

Course Changes

Course dates, times and course content are occasionally subject to change. Should the need for such changes occur, every effort is made to inform course participants with sufficient time prior to the commencement of training. It is hence important that your contact details provided at enrolment are correct and accessible.

Where nationally accredited programs are changed in line with changes to competency standards and/or curriculum, a 12-month transition phase is provided to allow existing participants to complete their qualifications. Skills Strategies International staff are available to discuss the impact of changes to competency standards.

Census Dates

Courses which are partially funded by **Training WA** have a census date that is 20% of the time scheduled for the delivery of the training. Once that time has passed the learner is responsible for the fee for that unit.