

Site Skills Training - Refund Policy

INTRODUCTION

This document is the Site Skills Training Refund Policy. It outlines the circumstances and conditions in which course refunds will be considered.

POLICY

Cancellation of a course by SITE

If SITE is responsible for cancelling a course, and no alternative dates have been provided to complete the course, students will be entitled to a full refund.

Student initiated withdrawal or cancellation in a course

When a student amends their re-enrolment or enrolment status, the following details apply:

- If written advice, is received by a SITE facility more than 7 days prior to course commencement, from a student requesting withdrawal, or cancellation in a course, SITE will make a full refund of any pre-paid course fees within 4 weeks of receipt of written cancellation. This will include any co-contribution fees associated with State Government funded programs where applicable.
- If notification by a student to withdraw or cancel from a course within 7 days of the course commencement date, there will be no refund of any course fees paid.
- With Government funded programs, a refund may be granted on a pro-rata basis, based on the proportion of training delivered according to the delivery plan. This is usually determined by the number of units of competency in which training has commenced. A refund will be calculated based on the number of units remaining to be trained as a proportion of the program.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Operations Manager for a refund. Submitting an application does not guarantee a full or partial refund.

SITE initiated withdrawal or cancellation in a course

- When a student has made no contact with SITE personnel (e.g. Management, Administration, Reception, Trainers/Assessors) and SITE personnel have made three (3) attempts to contact the student with regards to their training and assessment and the enrolment end date has lapsed, then the student will be considered withdrawn from the course.
- SITE will provide the student with written notification (email/letter) that the student has been withdrawn from the course. There will be no refund of any course fees paid for a SITE initiated withdrawal or cancellation in a course.
- To continue with the course, the student would need to re-enrol in the course.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Operations Manager for a refund. Submitting an application does not guarantee a full or partial refund.

Michael Wallace

Chief Executive Officer

Site Skills Group Pty Ltd