

Refund and Cancellation Policy

Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Skills For Life Training via email to kylie@skillsforlifetraining.com.au

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior but more than 24 hours to the commencement of the program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Skills For Life Training is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- Students who cancel their enrolment less than 24 hours prior, or after the commencement of the program will not be entitled to a refund of fees.
- Students who are late or miss the commencement of the program will not be entitled to a refund of fees.

Where it has been identified that there is a valid reason there will be no charge for a student to transfer to another course at Skills For Life Training. If Skills For Life Training cancels a course, then a full refund will be made available to whoever paid the course fee.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment.

In the case of rescheduling, the following rescheduling fees will apply:

- Students who give notice to reschedule their enrolment more than 24 hours prior to the commencement of a program will incur no additional fees.
- Students who give notice to reschedule their enrolment less than 24 hours prior, or after the commencement of the program will incur a 50% rescheduling and administration fee based on their course fees.

Discretion may be exercised by Skills For Life Training, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal, cancellation or rescheduling. In these cases, the student should be offered full credit toward the tuition fee in another scheduled program in-lieu of a refund or incur no addition fees for rescheduling.