

REFUND POLICY AND PROCEDURE

Policy Name	Refund Policy and Procedure
Related Legislation	ESOS Act 2000 National Code 2018 Standard 3 Standards for RTOs 2025
Version	2.0
Last Reviewed	May 2026
Approved By	Chief Executive Officer

1. Overview

This Refund Policy is made available to all students through the Skills Click PTY LTD website prior to any payment being made. Key excerpts of this policy are also included in the Letter of Offer and Written Agreement provided to students before enrolment.

This policy applies to all tuition fees paid to Skills Click PTY LTD, including any fees paid by a student to an education agent for remittance to the College. However, education agents are not authorised to collect tuition fees on behalf of the College unless authorised under a formal written agreement.

Students are advised to verify any additional fees requested by an education agent directly with Skills Click PTY LTD before making payment. Fees charged by education agents for additional services not included in the student's Letter of Offer or Written Agreement are not covered by this Refund Policy.

The application/enrolment fee is a non-refundable administration fee.

In accordance with ESOS requirements, Skills Click PTY LTD will not require students to pay more than 50% of the total tuition fees for a course before commencement, unless the course duration is twenty-five (25) weeks or less. Students may choose to pay more than 50% of tuition fees in advance. Any remaining fees will be collected according to the payment schedule outlined in the student's Written Agreement.

Skills Click PTY LTD is committed to ensuring that all refund applications are assessed fairly and transparently.

A full refund of all unused tuition fees will be provided where a CRICOS course is cancelled by the College or where the College is unable to deliver the course as agreed. Refunds in these circumstances will be processed within the timeframes required under ESOS legislation.

Applications for refund must be submitted in writing using the official Refund Application Form and addressed to the Administrative Manager. Students must provide detailed reasons for the refund request and attach any relevant supporting documentation. Student-initiated refund applications will generally be assessed within twenty (20) working days of receiving a completed application and all supporting evidence. Note: where a refund arises from provider default, different timeframes apply as required under the ESOS Act 2000 (see Section 7).

2. Refund Table

Circumstance	Refund Entitlement
Initial visa refused before commencement (with DHA refusal letter)	Full refund less Administration Fee
Skills Click unable to deliver the course — before commencement	Full refund of all pre-paid tuition fees
Skills Click cancels or ceases to deliver the course — after commencement	Refund of unused tuition fees for future study periods only
Withdrawal 60+ days before commencement, or within cooling-off period	75% refund less Administration Fee

Withdrawal between 28 and 60 days before commencement	Course material fee only refundable
Withdrawal less than 28 days before commencement	No refund
Visa refused after commencement (with DHA refusal letter)	Unused tuition fees for future periods only
Withdrawal after commencement with extenuating circumstances	Unused tuition fees for future periods only
Withdrawal after commencement without extenuating circumstances	No refund
Abandonment / failure to return after scheduled break	No refund
Visa cancelled due to student's own actions	No refund
RPL assessment fees	Non-refundable
Enrolment fee	Non-refundable in all circumstances
<i>Note: Administration fee is calculated as 5% of the amount paid or \$500, whichever is the lesser.</i>	

3. Cooling-Off Period

Students may withdraw their acceptance within 3 business days of signing the Student Agreement and receive a refund less the applicable administration fee (5% of amount paid or \$500, whichever is lesser). After the 3-business-day cooling-off period has elapsed, the standard refund provisions set out above apply.

4. Tuition Protection Service (TPS)

In the event Skills Click PTY LTD is unable to deliver your course, you are protected by the Australian Government's Tuition Protection Service (TPS). Skills Click PTY LTD will endeavour to arrange a suitable alternative placement at no cost. Where this is not possible, a refund of unused tuition fees will be provided. For more information visit: <https://tps.gov.au>

5. Compassionate or Extenuating Circumstances

Refund requests submitted on compassionate or extenuating grounds will be assessed on a case-by-case basis. Compassionate or extenuating circumstances may include, but are not limited to:

- Serious illness or injury
- Hospitalisation
- Bereavement of an immediate family member
- Major political unrest or natural disaster
- Other exceptional circumstances outside the student's control

Supporting documentary evidence such as medical certificates, death certificates, or official reports must be provided.

6. Circumstances Where Refunds Will Not Be Granted

Refunds will generally not be granted where:

- A student changes their mind after enrolment
- Work commitments change
- The student relocates or changes address
- The student fails to attend classes
- The student is dissatisfied due to personal preference
- The student is excluded due to misconduct, academic misconduct, or breach of College policies
- It becomes inconvenient for a student to travel to class
- Incorrect visa type obtained by the student
- Student visa cancellation due to breach of visa conditions

7. Provider Default

Provider default occurs when Skills Click PTY LTD is unable to deliver a course to an accepted student as agreed. In the event of provider default, the College will:

- Notify the Department of Education and the Tuition Protection Service (TPS) Director within three (3) business days of the default occurring
- Notify affected students in writing of the default and available options
- Within fourteen (14) days, either offer an alternative course at no additional cost (the student must accept in writing), or provide a refund of any unused prepaid tuition fees

Where an alternative course is accepted, Skills Click PTY LTD will notify the Department of Education and TPS Director of the outcome. Students offered a place in an alternative course may accept the offer in writing within thirty (30) days after the end of the provider obligation period.

A full refund of all unused pre-paid fees will be made if a CRICOS course is cancelled by Skills Click PTY LTD for any reason. Refunds due to provider default will be paid within 14 days.

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund of all unused pre-paid fees or placed in an alternate course if acceptable to the student and agreed to in writing.

Refer: ESOS (Calculation of Refund) Specification 2014 | ESOS Act 2000 Sections 46 & 47 | <http://www.comlaw.gov.au/Details/F2014L00907>

8. Student Default

Student default occurs where a student:

- Withdraws from the course
- Fails to commence the course
- Breaches visa conditions
- Fails to pay required fees
- Otherwise defaults under the terms of the written agreement

Skills Click PTY LTD is required to notify the Department of Education and the TPS Director through PRISMS only where a student visa is refused or there is no compliant written agreement in place. In such cases, the College must report the outcome within seven (7) days after the end of the obligation period.

Where a compliant written agreement is in place and the refund is not related to visa refusal, reporting student refunds through PRISMS is generally not required.

9. Unclaimed Refunds

Skills Click PTY LTD will pursue to contact students who have not requested a refund within 4 weeks of leaving the College and keep such evidence on the student file.

Unclaimed refunds are to be followed up by the Compliance Manager within 4 weeks of a student leaving and all evidence kept on file.

10. Refund Application Process

To apply for a refund, students must:

- Complete the official Refund Application Form
- Submit the form in writing to the College Administration Department
- Attach all relevant supporting documentation

Incomplete applications may delay assessment and processing. Student-initiated refund applications will be assessed within twenty (20) working days from the date all required documentation is received. Please note that a bank charge of up to \$40 (AUD) may be deducted from the refund amount to cover international or domestic transfer fees where applicable.

Students will receive written notification of the outcome. Students who are dissatisfied with a refund decision have the right to access the College Complaints and Appeals Policy and Procedure within twenty (20) working days of receiving the decision.