

## FEE AND REFUND POLICY

### FULL FEE PAYING STUDENTS

The following refund information is applicable Full Fee Paying Students only. The procedure for withdrawal or cancellation from a course and to request a refund is:

1. Submit notice of your intention to withdraw or cancel and your request for a refund in writing and include evidence to support your request
2. The request will be assessed based on the information provided and whether the request was made before or after course commencement
3. If the request is successful, a refund will be granted
4. Statements of Attainment for units completed and paid to date will be issued
5. Course deposits are an application fee and are NOT refundable

<b>Refunds to course commencement</b>	
Course deposit (application fee)	The course deposit is not refundable
Cancellation requested 7 days prior to course commencement date	Submit the request for a refund in writing 7 days prior to course commencement. An offer of an alternate course commencement date will be made.
Cancellation requested less than 7 days prior to course commencement date	Application for a refund will be assessed by the Director and if approved, course fees, excluding the deposit will be refunded.
<b>Refunds AFTER course commencement</b>	
Cancellation or withdrawal notified after you have commenced the course	Once the student has commenced the course and attended at least one day of the course, the full course fee is non-refundable unless there are special circumstances (see below).

### Special circumstances for course fee refunds:

Sea School International has the discretion to approve refunds or part refunds depending on the circumstances i.e. if the student or potential student is unreasonably disadvantaged:

- Situations where the student wishes to withdraw due to prolonged illness or hardship. The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates.

Where a student has commenced a course, believing they can meet the requirements and then find they're unable to do the course, a part refund for the component of the course not commenced may be offered.

- The refund will be dependent upon the length of time they have been attending and what competencies have been achieved
- Where more than 50% of the course is completed, there will be no refund
- The final decision is at the discretion of the Director

The following special circumstances would NOT be accepted for a refund:

- Unforeseen increases in your workload, a change in your work hours, redundancy or retrenchment, moving interstate or overseas.
- Language, literacy, numeracy or disability barriers which were not declared at application, and are impacting on your ability to complete the course

## SMART AND SKILLED STUDENT FEES AND REFUNDS

The following refund information is applicable to Smart and Skilled Students only:

- Students who withdraw/cancel from a Smart and Skilled course (who has paid for the fees themselves) have until course commencement to withdraw or cancel without penalty.
- After the commencement date they will incur, at minimum an administration commencement fee of \$50 as set out by Sea School
- No refund is available for partially completed units
- Fees will be adjusted to reflect any RPL or CT and if necessary, refunds will be made
- No refunds are given for deferrals
- Under special circumstances a full refund may be applied at the discretion of Sea School's Director

Special circumstances may include:

- Situations where the student wishes to withdraw due to prolonged illness or hardship. The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates.

Special circumstances do not include:

- Unforeseen increases in your workload, a change in your work hours, redundancy or retrenchment, moving interstate or overseas.

Sea School will not be held accountable for changes in your circumstances.

## SMART AND SKILLED STUDENT FEE AGREEMENT

1. Should the student fail to pay the course fee, the RTO reserves the right to suspend enrolment until the fees are paid
2. In the event that a participant requests or fails to advise of a course cancellation prior to course commencement, course fees are to be paid in full
3. If fees are not paid in full legal action will be pursued
4. The outstanding debt will be forwarded to a debt collection agency
5. Sea School will NOT issue a Statement of Attainment or Qualification until course fees are paid in full.

## CONSUMER PROTECTION

Where Sea School International is in a "default" situation i.e. a course needs to be cancelled due to unforeseen circumstances, the student will be contacted and if possible, transferred to another course. If this is not suitable, a refund will be offered. The student will be notified in writing and a refund processed within a maximum of 4 weeks (20 working days) from notification.

Where the service or course is offered through a third party and that third party cannot deliver the agreed service, Sea School International will offer an alternate arrangement for students to complete the course or, a refund if such a replacement service is not suitable students. This decision will be discussed on a case by case basis and recorded in writing between the parties.

## COMPLAINTS REGARDING FEES AND REFUNDS

Students or potential students are entitled to access the [Complaints and Appeals](#) process should they be dissatisfied with Sea School International's decisions relating to fees, refunds or other matters. The availability of the complaints process does not remove the right of the student or potential student to take action under consumer protection law.