

REFUND POLICY

Withdrawal or cancellation from a course and refund request:

- You must submit notice of the intention and the request for a refund in writing
- Evidence to support the request must be submitted.
- The request will be assessed based on information provided
- If the request is successful, a refund administration fee is charged and deducted from the refund and a letter is provided that explains the decision
- You will be asked to provide bank details for us to process the refund
- Statements of Attainment for units completed and paid to date will be issued
- The application fee (deposit) is non-refundable

Prior to commencement	
The application fee	The application fee (deposit) is not refundable
Cancellation requested 7 days prior to the course commencement date	An offer of an alternate course commencement date will be made. 50% of course fees paid will be refunded.
Cancellation requested less than 7 days prior to the course commencement date	An offer of an alternate course commencement date will be made. 20% of course fees paid will be refunded.
After commencement	
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 extenuating circumstances.

Extenuating circumstances for course refunds:

Sea School International has the discretion to approve refunds if the customer would be unreasonably disadvantaged if not granted a refund - for example:

- A customer meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.
- Special circumstances that have been discussed and agreed upon between the customer and the Director.

The following circumstances would NOT be accepted for a refund:

- Change in work hours
- Job change or retrenchment
- Moving interstate
- Technology barriers which mean you are having difficulty completing the course
- Language or writing barriers which were not declared at application which mean you are having difficulty completing the course
- Insufficient access to workplace documents which mean you are having difficulty completing the course

Where a customer has commenced a course believing that they can meet the requirements and then find that they are unable to do the course, a part refund for the component of the course not commenced may be given.

- An interview will assess the circumstances.
- The refund will be dependent upon the length of time they have been attending and what competencies have been achieved.
- There will be no refund after course commencement
- The final decision is at the Discretion of the Director.

Provider default – If Sea School International cannot offer or continue a course due to changed circumstances

Where Sea School International is in a “default” situation such as cancellation of the course, we will offer a refund. We will discuss this with you and come to an arrangement.

A refund letter with calculations showing administration charges and fees to be refunded is sent to the customer. You will also be asked to provide your bank details so that we may process the refund.

The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund calculation letter.

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 participants to complete the course or a refund if such a replacement service is not suitable for clients or participants. This decision will be discussed on a case by case basis and recorded in writing between the parties.

COMPLAINTS REGARDING FEES AND REFUNDS

Customers are entitled to access the Complaints process should they be dissatisfied about Sea School International decisions relating to fees, refunds or other matters.

Customers are advised that the agreement and the availability of complaints process does not remove the right of the customer to take action under consumer protection law.