

FEES AND REFUNDS POLICY

PURPOSE OF THE POLICY

This policy and associated procedures outline Smartlink Training's approach to the effective and fair management of fees, charges and refunds. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standards 2.1 of the Outcome Standards for RTOs and marketing and advertising requirements, AQF certification documentation and prepaid fee protection measures in Compliance Requirements.

POLICY STATEMENTS

INFORMATION ABOUT FEES, CHARGES AND REFUNDS

Smartlink Training is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees, charges and refunds here as well as in the Course fliers specific to their course.

CREDIT TRANSFER AND RPL

A reduction of fees can apply for any units granted through credit transfer and RPL.

The fee reduction amount depends on the number of units granted through CT and/or RPL. Please note that the fees will vary for CT and RPL. For more information please refer to the additional fees table in this document or contact our office.

The fee reduction amount is then subtracted from the total course fee for the short course to calculate the new reduced total course fee.

Fee Reduction for Short Courses when CT (credit transfer is granted once verified and confirmed).

The fee reduction amount for short courses is calculated by subtracting the individual unit costs of a unit granted through CT from the total short course fee.

For example, if a student wants to complete Low Voltage Rescue (UETDRMP018) at Albury, it will cost \$85 for the unit. However, this unit has the prerequisite unit HLTAID009 which costs \$65. The total cost for this short course, including prerequisites is: $\$85 + \$65 = \$150$.

If a student is granted CT for HLTAID009, the fee for this unit (\$65) will be subtracted from the total course fee (150). Thus, the fee reduction in this case would be \$65, and the new reduced total course fee would be $\$150 - \$65 = \$85$ (the cost of UETDRMP018 (\$85)).

Students who wish to apply for CT and or RPL will need to contact Smartlink Training for further information and will be required to follow the CT (credit transfer) and or RPL (Recognition of Prior Learning) policy and procedures and provide the required evidence. Smartlink Training will need to verify and confirm all evidence and then provide details on any reduction of fees that may apply to that specific short course. Please note that each CT and or RPL application is dealt with on a case-by-case basis based on the specific course requirements.

All fees and charges will be reviewed annually, and all marketing material and student information will be updated accordingly. New fees and charges will generally only apply to incoming students.

PAYMENT METHODS (FOR SHORT COURSES)

Fees can be paid in the following methods:

- Bank deposit;
- Bank cheque;
- Electronic bank transfer;
- EFTPOS;
- Credit card; or
- Cash.

Please note there is a bank surcharge between (2.16% to 2.30%) if you decide to pay via eftpos using a credit or debit card.

FEE PROTECTION

Fees paid by students are protected as follows:

Students pay up to a maximum of \$1,500 in advance for services not yet provided.

Smartlink protects fees paid in advance by ensuring that all course fees are below the legally mandated threshold of \$1,500.00. If we are unable to provide services for which you have paid, you will be placed into an equivalent course in a new location that is suitable to you, where you receive the full services for which you have prepaid at no additional cost. If this is not possible you will be paid a refund of any prepaid fees for services yet to be delivered.

This policy applies whether you enrol in a course directly with Smartlink or one of our authorised third party delivery partners who deliver short courses only.

Note: The above fee protection guidelines do not apply to corporate clients and employers and so fees paid by an employer do not require an initial deposit. The full course fee is paid upon enrolment. This course fee is not refunded if the course is cancelled by the corporate client.

SHORT COURSES

Enrolling students are fully informed of all fees, charges, and refunds in the booking confirmation email they receive upon booking their place in a short course. This email also contains a website link directing the student to Smartlink Training's Student Handbook, which includes this document and all additional pre-enrolment information.

Short Course Cooling Off Period

The decision to enrol in any training must match your career aspirations and hopes for the future. To assist you in making the right decision we allow a two-day cooling-off period immediately after the completion of your enrolment. This cooling-off period allows you to firm up your decision to enrol and complete the training.

The cooling-off period applies whether you enrol in a course directly with Smartlink or one of our authorised third party delivery partners (for short course only).

A full refund will be issued if withdrawal/cancellation occurs within the **2 day cooling-off period** after the short course fee has been paid.

For short courses only, whereby an employer is paying the course fee, the employer shall receive an invoice which is to be paid within 7 days of the course being completed.

SHORT COURSES PAYMENT

Payment may be accepted at any point in the enrolment process and students who pay prior to all stages being complete will be entitled to a full refund if they are found to be unsuitable for the course.

Our authorised third-party delivery partners (who deliver short courses only) collect fees from learners who enrol in short courses that are delivered by our authorised third-party delivery partners under the third-party arrangement agreement. When an authorised third party delivery partner collects fees (for short courses only), they must provide all the same information and follow the same policies and procedures as Smartlink, including applying the same fees and

refunds policy and also the complaints and appeals policy and procedure as part of consumer rights. Students are provided with all the relevant information in the pre-enrolment information document which is part of the student handbook and available via the Smartlink training website, email, post and through the relevant authorised third party providers who train and assess (only short courses) on behalf of Smartlink Training under the third party arrangement agreement.

Short Course fees have a range due to a location loading being applied.

*** Note – Short Course fees may vary if an authorised third party provider is delivering short courses only on behalf of Smartlink Training under the third party arrangement agreement which will still follow Smartlink Training's RTO fees and refunds policy at all times.**

SMARTLINK TRAINING'S FEES FOR SHORT COURSES ONLY

WAGGA WAGGA NSW

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide Cardiopulmonary Resuscitation **\$225**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$130**
4. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$160**
5. First Aid Course incorporating HLTAID011 Provide first Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide Cardiopulmonary resuscitation (Standard) **\$180**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$150**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$185**
10. Anaphylaxis **\$70** incorporating 22578VIC Course in First Aid Management of Anaphylaxis
11. Asthma **\$70** incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
12. Low Voltage Rescue incorporating UETDRMP018 Perform Rescue from A Live Low Voltage Panel **\$85**
13. WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$185**
14. Provide Emergency life support incorporating HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$125**

SHEPPARTON VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide Cardiopulmonary Resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**

3. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$150**
4. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$180**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$225**
10. Anaphylaxis **\$70** incorporating 22578VIC Course in First Aid Management of Anaphylaxis
11. Asthma **\$70** incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
12. Low Voltage Rescue incorporating UETDRMP018 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$185**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$125**

Albury Wodonga NSW/VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$150**
4. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$180**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
10. Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$70**
11. Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
12. Low Voltage Rescue incorporating UETDRMP018 Perform Rescue from a Live Low Voltage Panel **\$85**

13.WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$185**

14.HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$129**

CANBERRA ACT

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$200**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$105**
4. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$150**
5. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$200**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$55**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$150**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
9. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$200**
10. Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$60**
11. Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$60**
12. Low Voltage Rescue incorporating UETDRMP018 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$185**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$90**

BENDIGO VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$150**
4. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid Course incorporating HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Refresher) **\$175**

- 8 Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
- 9 Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$225**
- 10 Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$70**
- 11 Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
- 12 Low Voltage Rescue incorporating UETDRMP018 Perform Rescue from a Live Low Voltage Panel **\$85**
- 13 WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$185**
- 14 HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$125**

WANGARATTA VIC

1. Advanced First Aid incorporating HLTAID014 Provide Advanced First Aid, HLTAID011 Provide First Aid, HLTAID010 Provide basic emergency life support, HLTAID009 Provide cardiopulmonary resuscitation **\$245**
2. Advanced Resuscitation incorporating HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy and HLTAID009 Provide cardiopulmonary resuscitation **\$185**
3. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$150**
4. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$180**
5. First Aid Course incorporating HLTAID011 Provide first aid, HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
6. CPR Course incorporating HLTAID009 Provide cardiopulmonary resuscitation **\$65**
7. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express) **\$180**
8. Child Care First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Express Starter) **\$200**
9. Childcare First Aid HLTAID012 Provide first aid in an education and care setting, HLTAID011 Provide First Aid, HLTAID009 Provide cardiopulmonary resuscitation (Standard) **\$205**
10. Anaphylaxis incorporating 22578VIC Course in First Aid Management of Anaphylaxis **\$70**
11. Asthma incorporating 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
12. Low Voltage Rescue incorporating UETDRMP018 Perform Rescue from a Live Low Voltage Panel **\$85**
13. WHS incorporating UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace **\$185**
14. HLTAID010 Provide basic emergency life support and HLTAID009 Provide cardiopulmonary resuscitation **\$129**

CANCELLATION AFTER THE COOLING OFF PERIOD EXPIRES FOR SHORT COURSES

After the expiry of the cooling-off period, the following terms apply:

Refunds are not provided for non-attendance, change of mind, or withdrawal after the cooling-off period.

No refunds are issued for withdrawals due to personal, behavioural, or external circumstances, unless required by Australian Consumer Law.

Rescheduling is permitted only if requested more than 48 hours before course commencement.

If you leave or abandon your short course after commencement but before the scheduled completion date and time:

- In the case of emergency situations (e.g., medical emergency) or extenuating circumstances (e.g., death in the family), Smartlink is willing to postpone your placement in a short course for a scheduled later date and time of your choosing. You may need to present evidence of these circumstances to be eligible for a short course postponement, which are reviewed on a case-by-case basis by Smartlink Training's CEO.
- In all other cases, where no genuine reason has been provided, no postponement or refund will be given.

This cancellation policy applies whether you enrol in a course directly with Smartlink or one of our authorised third-party delivery partners.

LATE FEE PAYMENT FOR SHORT COURSES

Late Fee Payment For Short Courses: It is the responsibility of the learner or their employer to ensure that all course fees are paid on time in accordance with the invoice issued at the point of enrolment. In line with the 2025 Standards for RTOs, including the outcome standards and credential policy, learners must finalise all payments to maintain access to training and assessment services and to ensure eligibility for certification.

Where a payment is not received within seven (7) days after the course completion date, a late fee of \$30 will be applied. If payment remains outstanding beyond the due date, a formal demand letter will be issued. Should payment not be received within seven (7) days following the demand notice, the account will be referred to a debt collection agency without further notice. Once referred, Smartlink Training and its authorised delivery partners will not manage the debt internally.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course for short courses.

All associated recovery costs for late fees for short courses will be borne by the learner, employer, parent, or guardian, as applicable.

Learners with unpaid fees will be suspended from participating in training and assessment services until the outstanding balance is cleared.

Note: Under the National Vocational Education and Training Regulator Act 2011 (Cth) and the Standards for Registered Training Organisations (RTOs) 2025, we are entitled to withhold issuing you with a statement of attainment and or records of results until such times as all fees have been paid in full, and we shall exercise our rights under this section.

All certifications are only issued by Smartlink and never by an authorised third party delivery partner (for short courses only), regardless of who collected your fees.

FEE PAYMENT EXTENSIONS (FOR SHORT COURSES)

Fee Payment Extensions for Short Courses : If a learner wishes to request an extension for fee payment, they must contact Smartlink Training or the relevant delivery partner within seven (7) days of the invoice due date, providing appropriate justification. All extension requests are considered on a case-by-case basis and must be approved by the CEO. Extensions will not be granted if requested beyond the seven-day window following the original due date.

LIMITATIONS OF LIABILITY

We reserve the right at our discretion to transfer a course to another date and venue. This action will in no way waive the terms and conditions stated herein. In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

If a course is cancelled or rescheduled by Smartlink Training, our liability is limited to the amount paid by the learner for the course, including any associated fees. Unless otherwise required by law, Smartlink is not liable for any additional costs incurred, such as travel, accommodation, or loss of income.

COURSE TRANSFER OR CANCELLATION BY SMARTLINK TRAINING

In accordance with the Outcome and Credential Standards, Smartlink Training may:

- Reschedule or relocate courses as operationally required;
- Cancel courses due to low enrolments or unforeseen circumstances.

If a course is cancelled without a suitable alternative being offered, learners will automatically receive a full refund within 10 working days. A refund application is not required in these cases.

- In all other cases, a Refund Application Form must be submitted within 10 working days of the event triggering the request. Refund decisions will be provided in writing within 20 working days, along with any applicable refund.
- Refunds will be processed to the original payer unless written authorisation is provided.

As part of our pre-training review process, all prospective learners are required to undertake an LLND assessment—which evaluates Language, Literacy, Numeracy, and Digital Literacy skills—to determine whether the learner can successfully engage with the course content and complete the training with available support.

For short courses only, if a learner has already paid fees and is subsequently assessed as not meeting the minimum foundation skill levels required for their selected course (even with reasonable support), Smartlink will issue a full refund of any course fees paid.

This policy applies whether you enrol in a course directly with Smartlink or one of our authorised third-party delivery partners who deliver short courses only.

ADDITIONAL FEES TABLE

Additional fees that may apply in addition to course fees are listed below in table.

Category	Amount	Application
Administration Fee (Short Courses)	\$50	Choosing a Different Course
Short Course Extension	Equivalent to Short Course Fee	At CEO's Discretion
Late Fee Payment (Short Courses)	\$30	Fees paid after the invoice due date
Resit Fee (Short Courses)	\$50	Student absent during scheduled short course assessment
Reassessment Fee (Students have 2 total attempts, 1 first attempt and 1 reattempt, any further attempts incur the fee)	\$100	Per Assessment (Units may have multiple assessments)
RPL Application Fee	\$250	Assessing RPL Applications
Second RPL Application Fee	\$100	Assessing secondary RPL applications after a successful first RPL application
RPL Unit Fee	\$150 (per unit)	Assessing units in RPL Applications
RPL Gap Training	\$200 (per unit)	RPL Gap Training
Reissuing a hardcopy of a Statement of Attainment	\$50	Any hardcopy of a Statement of Attainment

REFUNDS

Smartlink Training Pty Ltd is committed to ensuring that all learners make informed and confident enrolment decisions, in alignment with the 2025 RTO Standards' Outcome and Compliance requirements.

Please read the following information carefully. This applies regardless of whether you or another party (e.g., your employer or a third party) paid the course fees (or any other relevant fees) on your behalf.

If we cancel a course before or after it starts and cannot offer a suitable alternative, a full refund will be processed automatically within 10 working days. In these cases, no refund application is required.

For all other circumstances:

You must submit a Refund Application Form within 10 working days of the event that triggered the refund request.

This form is available from our office.

A written decision will be provided within 20 working days, along with any refund that applies.

Refunds will be made to the original payer, unless written authorisation is provided requesting otherwise.

This does not limit your right to seek further action under Australian Consumer Law.

General Conditions

All refunds are issued to the person or entity from whom payment was originally received, unless an authorised alternative is approved in writing.

STUDENT REFUND

In addition to the above circumstances, refunds will be calculated and apply as follows:

CIRCUMSTANCE	REFUND DUE
Smartlink Training cancels a course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on Smartlink Training (known as provider default).	Full refund if Smartlink Training cannot provide at least (2) alternative course dates at the same location. In cases where Smartlink has provided at least (2) alternative course dates at the same location, students who choose not to participate in a rescheduled course will receive no refund.
Student whose cooling-off period has expired withdraws within 7 days before the course commencement date	No Refund.
Student withdraws after commencement.	No refund for any fees that have been paid to date.
Student's enrolment is cancelled due to disciplinary action.	No refund for any fees that have been paid to date.
The student has supplied incorrect or incomplete information causing Smartlink Training to withdraw the offer of the course prior to commencement.	No refund for any fees that have been paid to date.
The student withdraws within the cooling-off period (Two days (48 hours) for short courses such as First Aid, WHS, LVR, Asthma, Anaphylaxis, CPR etc)	Full refund.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund for any fees that have been paid to date.