

Refund Policy



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2 Course fees, refunds, cancellations, changes

Government Funded Training

Some State Governments provide funding to support the development of specific qualifications. Dependent on the state in which the student resides and the associated government funded program, students may be required to contribute to the costs of their training through a co-contribution fee. This will be clarified with students prior to enrolment in the qualification.

Course fees cover:

- Facility and program orientations
- Programmed Classes
- Course Materials, Training and Assessment Materials
- 1 copy of Qualification or Certification achieved following a successful outcome
- 1 x wallet card for nominated courses as per course outline (as required)

Additional costs not included:

- Replacement study guides or training and assessment materials – charged at \$50 per item
- Replacement or copies of certificates – charged at \$50 per item

Other costs at students' own expense:

You should consider any other expenses that you may incur at your own cost when participating in a program, for example:

- Travel to and from location of training
- Travel to and from vocational placement facilities (if applicable).
- Daily living expenses
- Stationery (books, pens, photocopying etc.)
- Uniform/PPE requirements (i.e.: footwear, trousers, hardhat, hearing protection etc.) unless outlined as provided in course information pack
- Licence applications may apply (if applicable – consult with the relevant licensing authority in your State for details)

Course fees will be invoiced upon the confirmation of enrolment. Terms of payment will be included on the invoice. Any amendments to the terms of payment stated on the invoice after its issuance must be approved by the respective Operations Manager upon course commencement.

Students who elect to make payment for courses utilising the Debit Success Payment Plan should also refer to their contract with Debit Success for further information

If students are experiencing financial difficulties and might be unable to pay their fees, they must contact the respective Operations Manager as soon as practical. SITE reserves the right to suspend a student's enrolment in the program when fees remain unpaid and will follow legal processes for monies outstanding. Suspension of enrolment will include the removal from all courses, services and placement opportunities.

All fees must be fully paid prior to the issuance of Qualifications and / or Statements of Attainment.

It should be noted that SITE does not accept pre-course payments from students in excess of \$1500. If the course fees are in excess of this, the balance of fees will be charged at a point in your course that is proportionate to the fees you have already paid. These requirements do not apply when an employer engages SITE to provide training and/or assessment to its staff.

During industry/work placement arrangements (required for specific courses) students will not be paid.

Resit Fees

- In the event that a student has been deemed not satisfactory in an assessment they will be given the opportunity to resubmit or resit the assessment once at no charge. Legislative or regulatory changes may result in there being a time period before the student can resit (please consult your trainer regarding this timeframe, generally 21-60 days). The resit date will be scheduled at the discretion of Site.
- Further resits will occur at the sole discretion of the trainer and Operations Manager and an additional fee may apply.
- Should the Student miss an assessment due to illness or other extenuating circumstances they can resit / resubmit at no charge if a medical certificate is provided. This will be scheduled at the discretion of Site.

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Cancellation of a course by SITE

If SITE is responsible for cancelling a course, and no alternative dates have been provided to complete the course, students will be entitled to a full refund.

Student initiated withdrawal or cancellation in a course

When a student amends their re-enrolment or enrolment status, the following details apply:

- If written advice, is received by a SITE facility more than 7 days prior to course commencement, from a student requesting withdrawal, or cancellation in a course, SITE will make a full refund of any pre-paid course fees within 4 weeks of receipt of written cancellation. This will include any co-contribution fees associated with State Government funded programs where applicable.
- If notification by a student to withdraw or cancel from a course within 7 days of the course commencement date, there will be no refund of any course fees paid.
- With Government funded programs, a refund may be granted on a pro-rata basis, based on the proportion of training delivered according to the delivery plan. This is usually determined by the number of units of competency in which training has commenced. A refund will be calculated based on the number of units remaining to be trained as a proportion of the program.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Operations Manager for a refund. Submitting an application does not guarantee a full or partial refund.

SITE initiated withdrawal or cancellation in a course

- When a student has made no contact with SITE personnel (e.g. Management, Administration, Reception, Trainers/Assessors) and SITE personnel have made three (3) attempts to contact the student with regards to their training and assessment and the enrolment end date has lapsed, then the student will be considered withdrawn from the course.
- SITE will provide the student with written notification (email/letter) that the student has been withdrawn from the course. There will be no refund of any course fees paid for a SITE initiated withdrawal or cancellation in a course.
- To continue with the course, the student would need to re-enrol in the course.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Operations Manager for a refund. Submitting an application does not guarantee a full or partial refund.

Changes to agreed services

Where there are any changes to the agreed training and assessment services, SITE will advise the student as soon as practicable, including any new third party arrangements, or changes to existing third party arrangements, and any changes in SITE ownership.