REFUND POLICY
(NON VET FEE-HELP ENABLED COURSES)

Important Notice – This policy is to be read in conjunction with the Student Terms and Conditions of Enrolment. This Refund Policy does not apply to student visa holders (see Student Terms and Conditions International Students)

1. Withdrawal from unit or course of study

Students of Shafston House College Ltd trading as Service Skills Academy and Mary McConnel School of Early Childhood who wish to withdraw from a unit of study or course of study must do so in writing to enrol@ssa.edu.au stating their full name, date of birth and reason for withdrawal.

2. Withdrawal date and refunds

The following fees will apply for Students withdrawing from a course or unit of study:

- Application fees are not refundable under any circumstances
- Students withdrawing more than 4 weeks before the student’s original packaged program start date will receive a full refund of all prepaid course or unit of study fees.
- Student withdrawing with less than 4 weeks before the student’s original packaged program start date will have $500 deducted from any prepaid course or unit of study fees.
- Students withdrawing on or after the student’s original packaged program start date will forfeit all prepaid course or unit of study fees

Service Skills Academy will set a Start Date for each course or unit of study it provides or proposes to provide.

3. Exceptions

This policy does not apply to students who are:

- not classified as Domestic students (i.e. International Student Visa holders)
- who are enrolled in courses or units of study that are VET FEE-HELP eligible
- enrolled in courses or units of study that are 100% government funded

4. Payment of Refunds

Refunds will be paid within 30 days of the start date of the course or unit of study to which the withdrawal applies.

5. Special circumstances

A student who withdraws for a course or unit of study may apply for special consideration in line with the VET Student Grievances Policy and Procedure.

6. Publication

This refund policy will be made available to students and persons seeking to enrol with Service Skills Academy by publication on Service Skills Academy’s website (www.ssa.edu.au). This refund policy will also form part of enrolment information.