



Policy on Student Refunds

Purpose

A student or organisation that pay for and enroll in an SMA course should be aware of the following refund policy. A full or part refund of the Student Enrolment Fee will only be paid under the following circumstances:

- You enrolled in a course that has been cancelled by SMA; or,
- You formally advise SMA, in accordance with the principles set out below, and with no attendance or participation in training, that you are withdrawing from the course.

Notification must be given in writing, email or by advising an SMA staff member in the state office where the SMA course is held. Students should consider the following notification periods as to what sort of refund they can expect.

Principles

SMA Course Cancellation and Fees Payable

If SMA has insufficient bookings to economically run a scheduled course, we reserve the right to cancel the course by notifying all students that their course has been cancelled. In the event of that SMA cancels a course, students are eligible for a full refund or they can transfer to another course.

Student Course Withdrawal and Fees Payable

If SMA receives notification (in writing, by email or by phone call) from a student that they wish to withdraw from one its courses, the amount of refund to be provided will be as follows:

- Notification more than 5 business days before the date of course - 100% refund of course fee or transfer to another course at no cost.
- Less than 5 business days before the date of the course - 75% refund of course fee or transfer to another course at no cost.

No refund payment will be made by SMA until SMA has evidence of the student's payment. Where payable and once the student payment has verified by SMA, a refund will be paid within 10 working days from the date the payment is verified.

Non-Attendance and No Notification within Business Hours

If a student fails to turn up to a class, no refund will be payable. Students need to be aware that leaving a message on an SMA office answering service outside of business hours where the course is held on the day before the course is not accepted as a notification of cancellation.

If a student is sick on the day of their course, and can support this with a medical certificate, they will receive either a full refund or be transferred to an alternate date at no charge but must be available to complete this training within 6 months of the original course date.

If the student has failed to attend due to any other reason no refund will be payable however a course transfer may be granted at the discretion of the State Office.

Student Course Transfer

A student may request a course transfer without incurring any administration fee but must consider the following conditions.

- Participants will only be permitted to transfer courses once and must complete the training within 6 months of the original date of the training.
- If a student failed to turn up to the scheduled course and can provide evidence to support the reason, they may be awarded one additional transfer. Evidence accepted includes a medical certificate or evidence of a death in the family. Subsequent course transfers granted to students may incur a 10% transfer fee charged at the discretion of the State Branch.
- Once a subsequent transfer is granted, no further transfers or refund will be granted.
- Students who are more than 15 minutes late for their scheduled transfer course, will forfeit all rights to any further transfers or refund.

Student Statement of Attainments

No accreditations will be issued to a student until their course fees or any transfer fees are paid in full.

If SMA closes or ceases to deliver the agreed training or assessment students who have paid their enrolment fee, but not commenced any training or assessment will receive a full refund.