



Student Refund and Transfer Policy

All students, and/or organisations, who enrol into a Sports Medicine Australia (SMA) course must be aware of the following refund policy. A full or partial refund of the Course fees will only be paid in the following circumstances:

- The course is cancelled by SMA
- You advise SMA, in writing, in accordance with the principles set out below that you wish to transfer courses or withdraw completely

Please note notification must be given in writing to the local SMA Office where the course is to be held. Verbal notification or leaving a message on a SMA answering service outside of business hours, does not constitute notification to transfer or withdraw from a course. SMA Offices can be contacted via the following details;

SMA Office	Email Address
ACT	act.admin@sma.org.au
NSW	nsw.admin@sma.org.au
NT	ntsma@sma.org.au
QLD	qld.admin@sma.org.au
TAS	C/O Victorian Office
VIC	vic.admin@sma.org.au
WA	wa.info@sma.org.au

Students should consider the following notification periods and scenarios to establish the refund they are eligible for.

SMA Cancels a Course

If SMA has insufficient registrations to deliver a scheduled course, SMA reserves the right to cancel the course. Registered students will be notified, via email using the email address provided by the student when registering, that the course has been cancelled. In the event SMA cancels a course, students are eligible to receive a full refund or be transfer to a different course at no additional cost.

Course Withdrawals and Transfers

If SMA receives written notification from a student that they wish to withdraw from a course, the amount to be refund to the student is as follows;

- Student notifies SMA more than 5 business days before the course;
 - o 100% refund or
 - o Transfer to an alternative date at no extra cost*
- Student notifies SMA 3-5 business days before the course;
 - o 50% refund

- Transfer to an alternative date at no extra cost*
- Student notifies SMA 2 business days or less before the course
 - 25% refund
 - Transfer to an alternative date at no extra cost*
- Student does not attend course, no prior notification and no medical certificate
 - No refund
 - Transfer to an alternative date at a cost of \$20^
- Student does not attend course, no prior notification but provides a medical certificate to SMA within 2 business days
 - Full refund or
 - Transfer to an alternative date at no extra cost*

Please note SMA will not refund a student's course fees until SMA has been able to confirm the payment was received by SMA when the student registered. Once the student's payment has been verified by SMA, and refund eligibility determined, the refund will be processed within 10 business days. Please note it may take longer for the funds to reach the students account.

*Transfers to an alternative date are dependent on registration numbers in the students preferred course. While SMA will endeavour to transfer the student to the course of their choice, students wishing to transfer should be aware that their preference may not be available. Students must transfer to a course within 6 months of the original course date. Students can only transfer once at no additional cost, any additional transfers will incur a \$20 transfer fee. ^

^Transfer fees must be paid in full before the student's enrolment is transferred.

Issuing of Statements of Attainments and Qualifications

No accreditations or Statements of Attainment will be issued until all course and/or 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.

Refund or Transfer on Compassionate Grounds

SMA understands that sometime things outside of a student's control happen which may result in non-attendance at a course or notification at short notice. SMA State/Territory Managers can make decisions relating to refunds or transfers on compassionate grounds.

Please contact the local office in the region to discuss a refund or transfer on compassionate grounds.