



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 and transfer policy.

To request a refund or transfer, notification must be given in writing via safersport@sma.org.au. Verbal notification or leaving a message on a SMA answering service outside of business hours, does not constitute notification.

Refunds

A full or partial refund of the Course fees will be paid in the following circumstances:

- The course is cancelled by SMA
 - 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.
 - In this event, students are eligible to receive a full refund or be transferred to a different course at no additional cost.
- You have a medical certificate supporting your non-attendance or withdrawal from the course. An administration fee of 25% of course fees may apply.
- If you do not have a medical reason but you advise SMA in writing that you wish to withdraw, the following refund will apply provided you have not commenced the course:
 - more than 2 business days before the course - refund of course fees less a 25% non-refundable administration fee.
 - Less than 2 business days but before close of business the day prior to the course - refund of course fees less a 75% non-refundable administration fee.

No refund will apply in the following circumstances:

- You have commenced a course – i.e. you have logged into the student portal with full access to course materials.
- You do not attend a course, with no prior notification to SMA and no medical certificate.

Once we have verified your payment and your refund eligibility has been determined, the refund will be processed within 10 business days. Please note it may take longer for the funds to reach your account.

Course Withdrawals and Transfers

Transfers to an alternative course date are dependent on registration numbers in that course.

While we will endeavour to enable a transfer to a course of your choice, please be aware that your preference may not be available.

A transfer must be made to a course within 6 months of the original course date.

Transfer fees apply as follows:

- 5 business days or more before the course - no additional fee*
- Less than 5 business days but before COB the day prior to the course - \$25 administration fee

*Students can only transfer once at no additional fee; any additional transfers will incur a \$25 transfer fee.

Transfer fees must be paid in full before the transfer is made.

A course transfer cannot be made after you have been issued with a course outcome. If you wish to reactivate a course enrolment following an incomplete or unsuccessful attempt (i.e. you are issued with an outcome of withdrawn), an administration fee of \$50 will apply.

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 Management will assess requests for refunds or transfers on compassionate grounds on a case by case basis.

Please contact the Safer Sport team on safersport@sma.org.au or 1300 711 211 to discuss a refund or transfer on compassionate grounds.