



TECHSKILL

ACADEMY

Student Handbook

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© TEC SKILL PTY LTD trading as Techskill Academy

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Note: Any mention of business days excludes public holidays (i.e., National and Queensland-specific).

WELCOME

Tec Skill Pty Ltd trading as Techskill Academy is an established Registered Training Organisation (RTO). Our national registration code is 45055. You can find a list of our qualifications on the national register www.training.gov.au by searching for our registration code.

Our trainers and staff are qualified and experienced in the delivery of training and assessment services for various qualifications. We are here to ensure your learning experience is a positive one by promoting a flexible learning environment with tailored training and assessment options to meet individual needs.

The Techskill Academy team welcomes you to our business. During your time with us, you will have certain rights and responsibilities, which are covered within this handbook. In addition, we have included all information on our website for you to make an informed decision on your chosen program. If you have questions that are not covered in this handbook please contact Techskill Academy directly.

PRIVACY POLICY

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. Techskill Academy will only collect information that relates to a student's program and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and back up of data.

By law, Techskill Academy may be required to share your student file to:

- Australia Skills Quality Authority (national regulator) as part of an audit
- National Centre for Vocational Education Research (NCVER)
- USI Office
- Other government departments such as the Department of Employment, Small Business and Training

No further access to your enrolment information will be provided to any other organisation or persons without your written consent, or unless authorised or required by law, in accordance with the Privacy Act 1988.

Students can nominate a third party to access their enrolment and training details, however, must complete a consent form first and return this to admin@techskill.com.au

WORKPLACE HEALTH AND SAFETY

Techskill Academy is committed to the provision of a safe and healthy environment for its students, staff and visitors. As part of that commitment, staff and students will be provided with information to enable them to work and learn in a safe environment.

- Techskill Academy will provide and maintain safe equipment and materials.
- Staff and students will be trained in the safe use, handling and storage of equipment and materials (where applicable).
- Techskill Academy will provide adequate information regarding hazards and risks within the premises.
- The CEO will consult regularly with staff regarding the development, implementation and review of health and safety issues.
- Techskill Academy will ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting.

Each student is responsible for ensuring the safety and health of their environment by:

- Making themselves aware of the relevant Techskill Academy policies, procedures and instructions.
- Complying with all Techskill Academy policies, procedures and instructions.
- Taking reasonable care of themselves and others in the workplace.
- Co-operating with management so that employees of Techskill Academy carry out their duties as required under the Work Health and Safety Act 2011.
- Reporting all known or observed hazards, incidents and injuries.

EVACUATION PROCEDURE

Upon becoming aware of the need to evacuate the Techskill Academy premise, all students and staff must immediately evacuate the building via the nearest exit and proceed in a single file in an orderly manner to the assembly area.

- Do not use the lifts.
- Emergency exits are beside the lift and clearly marked.
- Do not re-enter the building until advised to by an authorised person.

On becoming aware of the need to evacuate, students and staff must immediately move to the designated assembly point.

NO SMOKING POLICY

The No Smoking Policy precludes anyone from smoking on Techskill Academy's premises. This includes the areas immediately outside entrances to the building.

COVID MEASURES ON THE PREMISES

Techskill Academy is continuously monitoring the ongoing impact of COVID-19 and takes appropriate action in line with advice from relevant government and health authorities. As required, staff, students and visitors understand that they may need to follow Federal or State mandates (e.g., wearing a mask and/or using the QLD Check In app) while visiting the premises. Techskill Academy encourages all stakeholders to:

- practise good hygiene
- practise physical distancing
- understand how to isolate if you need to
- stay informed and protected through official government websites

ANTI-DISCRIMINATION, HUMAN RIGHTS AND EQUAL OPPORTUNITY

Techskill Academy takes great care to ensure all students and staff members are treated fairly and equitably and that everyone on the premises complies with the Anti-Discrimination Act 1991. Discrimination means treating someone unfairly because they belong in a particular group of people. Harassment is unwelcomed, unsolicited and non-reciprocated behaviour and it is based on an inappropriate assumption of power. Harassment may be intentional or unintentional and it may take many forms, such as verbal, written or physical. As in any area of human interaction, the boundaries of what constitutes harassment victimisation and bullying may vary from person to person. Employees and students will recognise and respect the boundaries set by others. If you believe you are experiencing harassment or discrimination refer the matter to the CEO immediately.

All stakeholders associated with Techskill Academy can expect the same rights such as:

- The right to learn, teach or carry out their duties.
- The right to be treated fairly and with respect.
- The right to be safe in the workplace.
- The right to have all reports of harassment to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- The right to inform management of any harassment and management has the responsibility to take immediate and appropriate action to address it

Students have the responsibility to:

- Allow others to learn
- Make Techskill Academy a safe place to study by not threatening, bullying, or hurting others in any way
- Make the classroom safe by obeying instructions
- Make Techskill Academy premises safe by not bringing illegal substances or weapons onto our premises: and
- Not steal, damage or destroy the belongings of others

Victimisation is unacceptable and will not be tolerated by Techskill Academy staff. No person making a complaint or assisting in the investigation of a complaint will be victimised. Harassment should not be confused with legitimate comments and advice which may include feedback given appropriately by management or trainers and assessors.

SEXUAL HARASSMENT

Sexual harassment includes the act of:

- An unwelcomed sexual advance, or an unwelcomed request for sexual favours, to the person being harassed or
- A person who engages in unwelcomed conduct of a sexual nature in relation to the person being harassed

Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made verbally or in writing. This type of behaviour will not be tolerated. If you believe you are experiencing harassment refer the matter to the CEO.

DISCRIMINATION

Discrimination is broadly defined as treating one person unfairly over another based on factors that are unrelated to their ability or potential. State and Federal legislation protects people at work and in education from discrimination on the basis of certain attributes and from being treated unfairly because they have complained about discrimination. Under the Fair Work Act 2009, discrimination is disadvantaging someone in the workplace or education because of their:

- race and/or colour
- sex
- sexual preference
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion

Any form of discrimination is not tolerated. If you believe you are experiencing discrimination refer the matter to the CEO.

DISCIPLINARY ACTION

Techskill Academy requires all students to conduct themselves in a manner that is always considerate and reasonable towards each other and staff. Where a student's behaviour is deemed to be of a serious nature, an immediate suspension will apply. Behaviour that would be of a serious nature includes but is not limited to:

- Attending the program under the influence of drugs and/or alcohol
- Sexual harassment
- Acting in an unsafe manner that places others and themselves at risk
- Disobeying WHS directions
- Deliberate and wilful damage to Techskill Academy or another student's property
- Bullying (verbal, written or through electronic formats)
- Verbal and physical abuse towards other students and/or staff

Students who engage in an unacceptable behaviour will be subject to disciplinary action. The following disciplinary actions can and will be taken:

1. First and final warning is issued to the student
2. If the offence is committed a second time, the student's enrolment is suspended immediately without a refund.

Some of the main factors examined when determining appropriate disciplinary action are:

- Seriousness of offence repetition or duration of offence
- Prior offences and disciplinary actions
- Previous responses to disciplinary actions and any current disciplinary action

UNIQUE STUDENT IDENTIFIER (USI)

As of 1st January 2015, each student must provide a valid Unique Student Identifier (USI) when enrolling into a nationally recognised program with a registered training organisation. If you already have a USI, please ensure you provide this to Techskill Academy on enrolment. Alternatively, you may nominate Techskill Academy to obtain a USI on your behalf, with your consent. For more information about proof of identification, please visit www.usi.gov.au

The USI portal contains a secure online record of your recognised training and qualifications gained in Australia, from all training providers you have undertaken recognised training with, including access to your training records and transcripts. Where a student is exempt from providing a unique student identifier, the student's training results will not appear on any authenticated VET transcript prepared by the Registrar. The student must provide evidence of their USI exemption to the administration team prior to enrolment.

For more information on how the USI office collects, uses and discloses your information please direct your questions to usi@industry.gov.au or 1300 857 536.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth (SI Act), Techskill Academy will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

Important:

- Techskill Academy is unable to issue formal certification without a verified USI against the named student.
- Offshore students residing permanently overseas will not be able to access their training records through the USI portal.
- Techskill Academy cannot enrol international students who hold a student visa.

AVETMISS

Under the Data Provision Requirements 2012, Techskill Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Techskill Academy for statistical, administrative, regulatory and research purposes. Techskill Academy may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au>)

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Important: Techskill Academy submits it's AVETMISS data on an annual basis to the National Centre for Vocational Education Research (NCVER).

LANGUAGE, LITERACY & NUMERACY (LLN)

Prior to enrolment, Techskill Academy will determine the support needs of each learner through a questionnaire about their prior education, and language, literacy and numeracy (LLN) levels. This information will be collected on the enrolment form. If specific learning needs are identified, the trainer for the respective program will discuss and arrange suitable support strategies including reasonable adjustments. Where the support needs of a learner exceed the expertise of staff, Techskill Academy will refer the individual to support agencies who are able to assist.

As a minimum, each prospective learner must possess the following skills:

- English reading and writing skills
- Basic computer skills and keyboard typing skills
- Basic understanding and use of Microsoft programs such as Word, Excel and PowerPoint
- Basic digital skills to find, use, share and create content using computers, smartphones, and tablets.
- The ability to undertake online research and access external information sources

ENTRY REQUIREMENTS FOR QUALIFICATIONS

Certain qualifications offered by Techskill Academy contain mandatory entry requirements. The team will discuss and determine eligibility with students. Acceptable forms of evidence to satisfy the entry requirements typically include:

- Statement of attainment
- Record of result
- An official USI transcript

DELIVERY OPTIONS

Techskill Academy offers programs through various methods such as:

- Online – the learner is given unique log in credentials to access their units including the reading content and assessments through the online learning system. The learner must complete and submit their assessment questions through the online system. Assessor feedback will be provided against each activity within the online system.
- Classroom - the learner is required to attend the mandatory classroom training sessions for each unit of competency. The unit criteria will be covered during the face-to-face delivery including the completion of the assessments.
- Recognition of Prior Learning (RPL) - is an assessment-only pathway which seeks to recognise an individual's existing skills and knowledge within a specific industry.

Each program will be delivered by a qualified trainer and assessor. Please note, some programs are only offered as RPL assessment-only.

ENROLMENT

ENROLMENT FORM

Each student must complete an enrolment form. The enrolment form requires the student to complete questions which assist with the collection of mandatory AVETMISS data. The prospective student is also required to read and acknowledge their full understanding of the candidate declaration section prior to enrolment.

PROGRAM DURATION

At the start of the program, each student will receive information about their program start and end dates. Once the end date has lapsed and the student has not organised an extension with Techskill Academy, the student's training record will be closed off in the system and the student will no longer have access to our training and assessment services, support or resources. If you are unsure of your program end date, please contact the office by phone or email.

DEFER A PROGRAM

A student may defer their program due to extenuating circumstances outside of their control. This includes long term illness, family matters or similar circumstances. The student can submit one (1) deferral request during their program enrolment. The maximum deferral period is 3 months. The student must email their request to admin@techskill.com.au

PROGRAM TRANSFER

If a student wishes to transfer into another program offered by Techskill Academy, the student must submit their request to admin@techskill.com.au within the first 3 months of their enrolment and the request will be reviewed by management. Where the program pricing differs, the student is responsible for making payment for the fee difference to Techskill Academy.

PROGRAM WITHDRAWAL

A student may withdraw from the program by calling, texting or emailing their request through to Techskill Academy.

ONLINE UNITS/PRINTED UNITS

Online units will be released one at a time after completion of the previous unit to promote sequential learning. The release of online units will be in line with received course fees for the student's program.

WORKPLACE RESOURCES

For training partially delivered in the workplace, agreements will be put in place with the employer for access to the appropriate facilities and equipment required for the delivery of training and assessment.

ASSESSMENT POLICY

Each student will receive three (3) opportunities to submit their assessment for marking, including RPL applications. A student will either receive a competent or not yet competent outcome for each submission.

- **Not yet competent outcome:** There are gaps in the student's assessment submission. The student needs to provide additional evidence in order to demonstrate their competency level. In this instance, the assessor will provide feedback to guide the student's re-attempt.
- **Competent outcome:** The student has successfully fulfilled the assessment requirements in the unit, by demonstrating their competency level against the unit criterion.

The assessor will have up to 20 business days to assess a unit submission. If gaps are identified in the student's work, the assessor will provide feedback to help guide the student's re-attempt.

Important note: During peak periods, public holidays (National and Queensland specific), COVID-19 related staff absences, unforeseen lockdowns or business closure periods; Students may experience delays in the process including assessment results. This may involve but is not limited to, enrolment process, response rates and durations, call back time frames, internal administrative processes and similar.

METHODS OF ASSESSMENT

There are two (2) methods of assessment within the Vocational Education and Training sector:

- **Formal assessment** – the student undertakes formal learning and completes the formal assessments in the program.
- **Recognition of prior learning (RPL)** – RPL is an assessment-only pathway which seeks to recognise an individual's existing skills and knowledge within a specific industry.

REASONABLE ADJUSTMENT

Reasonable adjustment refers to the way in which an assessor may determine the student's competency level in a unit of competency. A reasonable adjustment can be made to the assessment process or tool if it does not stray from the learning outcomes of the unit and complies with the training package requirements. All reasonable adjustments will be discussed between the student and assessor and documented.

PLAGIARISM POLICY

Techskill Academy will not tolerate deliberate attempts of plagiarism. This is regarded as a serious act of academic misconduct. Plagiarism includes:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin.
- Submitting another student's work in whole or in part and claiming the work as your own.
- Submitting work that has been written by someone else on your behalf (does not include scribing by another person).

If the student is found guilty of plagiarism, he or she will receive a first and final written warning from management. If the offence is committed a second time, the student will be terminated from the program without a refund.

RPL POLICY

A student undertaking an RPL program will receive up to 3 months to complete the program. Each student will receive three (3) opportunities to provide the required evidence for the units of competency within their program.

Each student must have an onboarding conversation about their work history and their ability to access specific RPL evidence. After the onboarding call, we will email the evidence list to the student. Once this has occurred, the student must adhere to the timelines below regarding evidence collection.

In the first instance, each student is given up to 7 calendar days to gather and submit their RPL evidence once the evidence list has been sent (this timeframe can be negotiated with the team based on the student's circumstances). Techskill Academy will have up to 20 business days to review the evidence and communicate the RPL outcome to the student.

If evidence gaps are identified in the student's first and second submission, the student will have the opportunity to address the missing evidence. Once again, the student will receive up to 7 calendar days (timeframe is negotiable) to submit their evidence and the team will communicate the RPL outcome to the student within 20 business days.

After the third attempt, if the student is unable to achieve full RPL for one or more units in the qualification, the student must complete any formal training and assessment. The program duration will vary for each student depending on the number of units approved through the RPL process and the gaps identified.

Important note: During peak periods, public holidays (National and Queensland specific), COVID-19 related staff absences, unforeseen lockdowns or business closure periods; Students may experience delays in the process including assessment results. This may involve but is not limited to, enrolment process, response rates and durations, call back time frames, internal administrative processes and similar.

CREDIT TRANSFER POLICY

Techskill Academy will accept and apply credit to students who have previously completed units of competency where these are evidenced by a Statement of Attainment, Record of Results or unique student identifier (USI) transcript. Credit can only be applied where a unit of competency has an equivalent status on the national register www.training.gov.au and complies with the packaging rules of the qualification.

COMPLAINT POLICY AND PROCEDURE

Techskill Academy recognises the need for students, staff including trainers and assessors and stakeholders to have confidence that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Techskill Academy offers a learning environment that is free of coercion, unfair treatment, and harassment. Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Techskill Academy will regularly review all received complaints in an effort to mitigate future reoccurrences as part of its continuous improvement efforts.

In the first instance, the student is encouraged to discuss the complaint informally with the staff member involved. Where possible disputes are managed and resolved informally. However, if the complaint cannot be resolved informally, the student can submit a formal complaint.

All formal complaints will be reviewed by management and responded to within 10 business days. Management will provide the student with a written outcome including the rationale for the decision. If the student is satisfied with the resolution, agreed actions will be implemented and the complaint will be closed.

HOW TO SUBMIT A FORMAL COMPLAINT

1. The student must complete the formal complaint form and email this to admin@techskill.com.au
2. Management will respond within 10 business days from receiving the formal complaint form.
3. If a student is dissatisfied with the outcome, then the student may appeal the decision (please refer to the appeals policy and procedure).

APPEAL POLICY AND PROCEDURE

In the first instance, the student is encouraged to discuss the appeal with the staff member involved. Where possible disputes are managed and resolved informally. However, if the appeal cannot be resolved informally, the student can submit a formal appeal.

All formal appeals will be reviewed by the management team. Management will provide the student with a written outcome including the rationale for the decision. If the student is satisfied with the resolution, agreed actions will be implemented and the appeal matter will be closed.

HOW TO SUBMIT A FORMAL APPEAL

1. The student must complete the formal appeal form and email this to admin@techskill.com.au
2. Management will respond within 20 business days from receiving the formal appeal form.
3. If a student is dissatisfied with the outcome and the above processes are not effective in resolving the issue, the student may engage an independent person or panel, to aid in the resolution of the issue.

The independent person or panel will need to be agreed upon by both the student and Techskill Academy, this could include an external assessor, or it could include independent commercial mediators such as Resolution Institute who can be contacted on 1800 651 650 <https://www.resolution.institute/> for further information. Costs for the independent person or panel, will be discussed and agreed on a case-by-case basis.

ASSESSMENT APPEAL

If a student does not agree with an assessment outcome, they should first discuss the matter with the assessor concerned and if the matter cannot be resolved then the student is encouraged to lodge a formal appeal.

FEE INFORMATION

At the time of enrolment, you will be asked to identify whether the fees for your qualification or course are to be paid by you (the student) or a third party. The party responsible for the cost of the program and will be invoiced accordingly. A payment plan can be offered to suit personal circumstances. Payment of fees can be made by via credit card, bank transfer or by invoice.

Corporate discounts are available for group enrolments and corporate clients. A 10% discount is available for all previous Techskill Academy students. Please contact Techskill Academy directly to discuss or request updated prices as needed. All fees are accurate at time of publication. Fees are subject to change at the discretion of the CEO.

PROGRAM FEES

Please contact the team for current pricing of programs.

Fees are levied on all courses, details of which will be discussed in the first instance with the prospective student and may be confirmed via email or notified through the enrolment process.

EXTENSION FEE OPTIONS

Students, who require additional time to complete their program, must submit their extension request on or before their program end date. The student must submit their request to admin@techskill.com.au

- 1-month extension - \$150
- 2-month extension - \$300

RE-ENROLMENT

Where the student's program has expired and the student has not applied for an extension, the student will be required to re-enrol into the program and make payment for the full course at the current price offered by Techskill Academy.

PRINT FEE

Students may request a hard copy of their units however a print fee of \$35 per unit applies. This fee applies to students who are requesting access to the online version and the printed copy.

Important: a student who is only receiving the printed copy will not be charged the print fee.

RE-ASSESSMENT FEE

A re-assessment fee of \$50 is payable to Techskill Academy for each submission received after the third attempt (applicable to formal assessment, online assessments, and RPL assessments).

CREDIT TRANSFER FEE

Where a student is seeking credit transfer from previously attained units of competency from another recognised institution (e.g., TAFE, or another RTO) and is seeking a full certificate on completion with Techskill Academy, a credit transfer fee of \$25 per unit is applicable. The student agrees to provide a valid statement of attainment, USI transcript or record of results to Techskill Academy for verification purposes. This fee is only applicable to eligible units and does not apply to credit transfers when moving from one program to another within an existing Techskill Academy enrolment.

EZIDEBIT POLICY AND FEES

Students who wish to use EziDebit for payment of their course fees, must agree to the service agreement including the fees set by EziDebit. For more information about EziDebit terms and conditions please click on the link

https://static.ezidebit.com.au/ServiceAgreement/AU/1.11/DDR_Service_Agreement.html

It is the student's responsibility to ensure there are sufficient funds in their nominated bank account or credit card for the scheduled EziDebit instalments. Failed payment fees do apply and are collected by EziDebit.

- A student's enrolment will be suspended after the first failed EziDebit payment. The student must contact Techskill Academy immediately.
- At this time, the student will no longer have access to any training and assessment services or support from the Techskill Academy team until the missed instalment payment is resolved. Any course fees received to date, will be forfeited by the student.

Important: for full training programs, if a student enters into an EziDebit payment plan, the student will receive their online units/printed workbooks in staggered increments based on the received EziDebit payments.

ONLINE PAYMENT SYSTEM (STRIPE)

Processing fees associated with making payment through the online payment system (Stripe) is available via the link <https://stripe.com/en-AU/pricing>

- Terms and conditions can be viewed here: <https://stripe.com/en-AU/privacy>
- This is applicable if payment is made through

MONEY ME

Students who wish to use Money Me for their course fees, must agree to the fees, terms and conditions set by Money Me. For more information about the interest rates, terms and conditions, please click on the link <https://www.moneyme.com.au/pip/landing?BID=TA00100001>

ZEEFI

Students who wish to use ZeeFi for their course fees, must agree to the fees, terms and conditions set by ZeeFi. For more information about the terms and conditions, please click on the link <https://zeefi.io/target-market-determination-study-now-pay-later/>

DIRECT DEBIT

Students who wish to use arrange a direct debit option for the payment of their course fees, must agree to the payment agreement.

- Students have the option of entering a direct debit arrangement with Techskill Academy by nominating a Mastercard, Visa Card or AMEX card for their instalment payments.
- Where the student has insufficient funds on the scheduled date, the system will attempt to direct debit the scheduled amount the following business day.
- A student's enrolment will be suspended if the direct debit is unsuccessful after 5 business days. The student must contact Techskill Academy immediately. At this time, the student will no longer have access to any training and assessment services or support from Techskill Academy until the missed instalment payment is resolved. Any course fees received to date, will be forfeited by the student.

Important: Students will not receive their Certificate or Statement of Attainment until all outstanding course fees have been received by Techskill Academy.

REFUND POLICY

This refund policy applies to a student who is seeking a refund of course fees paid to Techskill Academy including deposit and upfront amounts, financed amounts, and pay as you go amounts. The student is entitled to a full refund within 5 business days from the transaction payment date or enrolment date (whichever occurs first).

All refund requests which are outside of the cooling off period will be reviewed by management, however, please note that a refund will not be approved due to the following reasons:

- Change of mind
- Changes in financial circumstances
- Change in your career pathway
- Change in employment status
- Change in your time availability to complete the program

Where a refund amount is approved outside of the cooling off period, Techskill Academy will retain a 10% administration fee of received funds, plus any finance fees incurred (refer to money me finance fees for more details).

MONEY ME (FINANCE FEES)

The administration fee below will be retained by Techskill Academy where a student has entered into a Money Me finance loan and is seeking a refund.

- 6 months term – 5% plus GST of the total financed amount
- 12 months term – 8.5% plus GST of the total financed amount
- 24 months term – 14.5% plus GST of the total financed amount

Important: The Money Me reimbursement process is outside of Techskill Academy's control.

ZEEFI

The fees below will be retained by Techskill Academy where a student has entered into a ZeeFi finance loan and also approved for a refund by management.

A flat \$100 fee will be retained by Techskill Academy. Techskill Academy will also retain an administration fee as follows:

- 6 months term – 5.90% plus GST of total financed amount
- 12 months term – 9.90% plus GST of total financed amount
- 18 months term – 12.90% plus GST of total financed amount
- 24 months term – 14.90% plus GST of total financed amount
- 36 months term – 19.50% plus GST of total financed amount

All other fees incurred by ZeeFi including setup fees, account keeping fees, dishonour fees or arrears fees are the responsibility of the applicant and will not be reimbursed by Techskill Academy.

Important: The ZeeFi reimbursement process of fees paid is outside of Techskill Academy's control.

REFUND REQUEST PROCEDURE

A student who is seeking a refund of their paid course fees, must follow the procedure below.

Step 1: The student must notify us of their refund request by email admin@techskill.com.au or phone 1300 089 979. A Techskill Academy representative will complete the refund request form with the student over the phone.

Step 2: The refund request form will be reviewed by the Operations Manager.

Step 3: The above findings from the Operations Manager will be sent to the CEO for review. The CEO will determine whether a refund will be issued based on the facts and nature of the request.

Step 4: Once the decision has been made by the CEO, a Techskill Academy representative will contact the student to deliver the outcome within 20 business days from the refund request date.

Important: where a refund amount has been approved, the funds will be paid into the student's nominated bank account and this can take up to 20 business days from the refund approval date (excludes Money Me applications).

TRANSITION POLICY

Techskill Academy is aware of the requirement to transition seamlessly to a new qualification once the qualification has been superseded on www.training.gov.au. During the transition process, all currently enrolled students will be given every opportunity to transition from superseded, expired or deleted units of competency, qualifications and training packages. Students will be advised in writing of any transition arrangements. As part of the transition process Techskill Academy will transition all current students from the superseded training product to the new training product within 12 months from the release date on www.training.gov.au unless otherwise stated by the Australian Skills Quality Authority.

TRAINING GUARANTEE

In the unlikely event that Techskill Academy is unable to deliver the training and assessment methods as agreed at the time of the student's enrolment, the company will in the first instance, make every effort to place the student in a comparable course with another registered training provider. Where this is not possible, the student will receive a refund equivalent to any received fees for undelivered units of study originally offered by Techskill Academy. Techskill Academy will issue the student with a statement of attainment for any completed units of competency which successfully address the assessment requirements in the training package.

ACCESS AND EQUITY

Techskill Academy is committed to providing training and assessment services to the wider community regardless of disability, age, race, gender, religion, colour, marital status, pregnancy or potential pregnancy and location. All students are made aware of their rights and responsibilities prior to enrolment. Techskill Academy staff will conduct themselves in a professional, and equitable manner towards other employees, students, and clients.

ISSUANCE POLICY

Techskill Academy will issue all AQF certification documents (includes certificates and statements of attainment) within 30 calendar days of the student's final assessment being deemed competent in the program, provided that all course fees have been received by Techskill Academy.

STUDENT SUPPORT

Techskill Academy engages in regular communication with students to ensure they are progressing with their program. Follow up contact includes phone calls, SMS and email correspondence or a combination of these methods. The team is reachable by:

- Phone: 1300 089 979
- Email: admin@techskill.com.au
- SMS only: 0438 404 059

Important note: During peak periods, public holidays (National and Queensland specific), COVID-19 related staff absences, unforeseen lockdowns or business closure periods; Students may experience delays in the process including assessment results. This may involve but is not limited to, enrolment process, response rates and durations, call back time frames, internal administrative processes and similar.

COVID-19 LIMITATIONS AND FORCE MAJEURE

With the ever-evolving challenge of COVID-19; Techskill Academy may be subject to the unavoidable limitation of unforeseen lockdowns as well as potential staff absences due to illness and/or isolation. While every reasonable effort is made to minimise the effect of the above, the occurrence of force majeure is unavoidable in some instances. Due to this, students may be subject to delays in their enrolment process, results on their assessments, Student Support response and call backs, issuing printed certification documents and other service-related outcomes during a COVID-19 outbreak.