



STUDENT HANDBOOK

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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 our company name or 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. Our contact details are below.

We trust that you will find the time we share together as, rewarding and fun. Thanks!

Our contact details

Chief Executive Officer: Lawrence Mackey

Address: Toowong Tower - Level 10, 9 Sherwood Road TOOWONG QLD 4066

Postal address: PO Box 2178 TOOWONG QLD 4066

Phone: 1300 089 979

Email: admin@techskill.com.au

ABN: 20 167 941 611

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 consent, or unless authorised or required by law, in accordance with the Privacy Act 1988.

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 your certification without your USI.

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>.

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
- The ability to undertake online research and access external information sources

WORK HEALTH AND SAFETY ACT 2011

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 and training to enable them to work and learn in a safe environment.

PROCEDURE

1. Techskill Academy will provide and maintain safe equipment and materials.
2. Staff and students will be trained in the safe use, handling and storage of equipment and materials
3. Techskill Academy will provide adequate information regarding hazards and risks within the premises
4. The CEO will consult regularly with staff regarding the development, implementation and review of health and safety issues
5. Techskill Academy will ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting
6. Techskill Academy CEO will be the person responsible for the implementation and maintenance of the policy

SAFETY AND HEALTH LEGISLATION AND POLICY

Each student is responsible for ensuring the safety and health of her/his 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

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

- DO NOT USE LIFTS
- Emergency exits are beside the lift and clearly marked.
- Do not re-enter the building until advised to by an authorised person.

AT THE WORKPLACE

On becoming aware of the need to evacuate, Techskill Academy students and staff must immediately move to the designated assembly point and follow the directions of the workplace staff.

SMOKING ON TECHSKILL ACADEMY PREMISES

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

DELIVERY OPTIONS

Techskill Academy offers programs through various methods such as:

- Online delivery – the learner is given unique log in details to access their units including the online content and assessments through the online learning system. The learner must complete and submit their assessment questions through the online portal. Assessor feedback will be provided against each activity within the online portal. Students will receive 2 units at a time through their online portal.
- Distance delivery – the learner is given access to the learning and assessment materials for each unit of competency in printed format or Microsoft Word. The learner must complete the Microsoft Word version of the assessment workbook and email the completed version to Techskill Academy for marking.
- Classroom/on-site delivery - 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.

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

PROGRAM CHANGES

Changes to any program, will be posted on our website under the delivery section. This may occur in instances where programs are being updated or re-written to reflect industry standards. Techskill Academy reserves the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised of any proposed changes as soon as practicable through email notification. Techskill Academy will make every effort to ensure that the online programs are 99.9% available all the time. On the rare occasion that the online system is experiencing technical issues we will notify you of this information on the course page.

RESOURCES

Techskill Academy will communicate to all prospective students any equipment and materials that they must hold in order to complete the program. Techskill Academy will provide all learning and assessment materials.

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.

ENROLMENT FORM

Each student must complete and sign the enrolment form. The enrolment form requires the student to complete questions which assist with the collection of 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 course start and end dates. Once the course 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.

HOW TO 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. The student is only able to defer the course in the first 30 days of their enrolment. The request is reviewed by Management. The student is required to complete the Deferral Form (a copy of the form can be requested from the administration team) and email this through to admin@techskill.com.au.

PROGRAM TRANSFER

If a student wishes to transfer into another program offered by Techskill Academy, the student is required to complete the Program Transfer Request form (a copy of the form can be requested from the administration team) and email this through to admin@techskill.com.au.

The student is only able to transfer into a different course in the first 30 days of their enrolment. The administration team will have up to 10 working days to process this transfer request. The student will receive a statement of attainment for any units of competency achieved as competent under the first enrolment. 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.

SUPPORT SERVICES

The training team conducts fortnightly follow-ups to ensure the student is progressing with their program. Follow up contact can be in the form of a phone call, SMS and email correspondence or a combination of these methods.

Each student will receive our contact details, as listed below.

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

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.

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 trainer)

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

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.

RPL ASSESSMENT POLICY

A student undertaking an RPL program will receive up to 3 months to complete the program. Extension fees apply if the student requires additional time to complete their RPL program.

A student who is seeking recognition of prior learning (RPL) with Techskill Academy is given two (2) opportunities to provide the required evidence for the units of competency within the qualification.

Each student must have an onboarding conversation with the assessor about their work history and their ability to access specific RPL evidence. After the onboarding call, the assessor 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. Please note, this timeframe can be negotiated with the assessor based on the student's circumstances.

The assessor has up to 20 business days to review the evidence and email the RPL outcome to the student.

If evidence gaps are identified in the student's first submission, the student will have the opportunity to address the missing evidence and submit the documents to the assessor. Once again, the student will receive up to 7 calendar days to submit their evidence and the assessor will communicate the RPL outcome to the candidate within 20 business days.

After the second attempt, if the student is unable to achieve full RPL for one or more units in the qualification, the assessor will compose a gap training/assessment plan for the student. The student must complete any formal assessment activities and workplace tasks identified by the assessor. The program duration will vary for each student depending on the number of units approved through the RPL process and the gaps identified by the assessor.

This will occur in Month 2 or Month 3 from the date of enrolment depending on the amount of evidence supplied in Month 1.

We try to assess the best application which we will talk to student's about during the first initial stages of communication. Contact Techskill Academy to discuss this in more detail.

CREDIT TRANSFER POLICY

Techskill Academy will accept and apply credit to students who have previously completed units of competency and/or modules 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.

ACCESS & 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.

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 the management team and contact will be made within 10 working days to arrange a time to discuss your complaint. 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 submit the formal complaint form and email this to admin@techskill.com.au
2. Management will make contact within 10 working 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 submit the formal appeal form and email this to admin@techskill.com.au
2. Management will make contact within 10 working 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.

ANTI-DISCRIMINATION, HUMAN RIGHTS AND EQUAL OPPORTUNITY

Techskill Academy takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on Techskill Academy's premises complies with the Anti-Discrimination Act 1991. Discrimination means treating someone unfairly because they belong in a particular group of people. Harassment is unwelcome, 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 of Techskill Academy 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 people associated with Techskill Academy may expect the same rights:

- 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. 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

A person sexually harasses another person if:

- The person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed or
- Engages in other unwelcome conduct of a sexual nature in relation to the person 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 orally or in writing. This kind 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 expects all students to conduct themselves in a manner that is considerate and reasonable at all times towards each other and staff. To ensure all students receive equal opportunities during their time with Techskill Academy. Where the 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 willful damage to Techskill Academy or another student's property
- bullying
- verbal and physical abuse towards 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

Any person who receives written notification to suspend training and/or has their enrolment cancelled does not limit the person to the right to submit an appeal or complaint. The student has seven (7) days from the date of notification to submit a formal appeal or complaint in this instance.

FEE-FOR-SERVICE

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, so please ask a Techskill Academy consultant about this. 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.

FEES POLICY

All fees are accurate at time of publication. Fees are subject to change at the discretion of the CEO.

Program fees

Please email admin@techskill.com.au for current pricing of the programs listed on our website www.techskill.com.au

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

Course extension fee

Students, who require additional time to complete their program, must submit their extension request to Techskill Academy on or before their program end date. The student is required to complete the Extension Request form (a copy of the form can be requested from the administration team) and submit this to admin@techskill.com.au

Extension options available are:

- 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 \$25 per unit applies. This fee applies to students who are requesting access to the online version and the printed copy.

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

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.

Please note: 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>

Money Me

- Students who wish to use Money Me for their course fees, must agree to the fees and interest rates 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>

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 installment 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.

Each student is entitled to a cooling-off period of 5 business days from the transaction payment date or enrolment date, whichever occurs first. During the cooling off period, the student may request a full refund of all fees paid without any penalty.

Once the cooling period lapses, the student accepts that they will complete the program and no longer be entitled to a refund of any fees received by Techskill Academy. At the discretion of the management team, a partial refund may be approved with costs retained by Techskill Academy for costs incurred. The formal procedure for requesting a refund is outlined below.

Money Me approved loans

The following administration fee applies if a student has entered into a Money Me finance loan and is approved for a refund by Techskill Academy. This is applicable to any student who is 21 calendar days or more into their approved Money Me contract. The administration fee is based on the student's Money Me contract term.

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

On this occasion, the student will receive the refunded amount (minus the administration fee) from Money Me. Please note the Money Me reimbursement process 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 may 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 Sales Manager and Student Support Manager.

Step 3: The above findings from the Sales Manager and Student Support 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. A copy of this communication will be saved on file.

Take note - where a refund amount has been approved, the funds will be paid into the student's nominated bank account. The process to authorise payment can take up to 20 business days from the initial refund request date.

TRANSITION POLICY

The CEO is aware of the requirement to transition seamlessly to a new qualification once the training product has been superseded on www.training.gov.au

The CEO will ensure that the transition has minimal disruption to the enrolled students. Under the policy, all 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 program 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.