

# Terms and Conditions

Skills Strategies International Pty Ltd | RTO 2401 | ABN 67 115 401 986

Last updated: October 2026

These terms apply when you use our website, enrol in a course or buy training from Skills Strategies International. Please read them before you enrol.

## 1. About these terms

### Who we are

Skills Strategies International Pty Ltd (ABN 67 115 401 986) is a registered training organisation (RTO 2401). We are regulated by the Australian Skills Quality Authority (ASQA). Our head office is at 5/199 Balcatta Road, Balcatta WA 6021. In these terms, "SSI", "we", "us" and "our" mean Skills Strategies International Pty Ltd.

### When these terms apply

These terms apply to:

- anyone who uses this website
- individuals who enrol in a course with us, whether they pay themselves or are government funded
- employers and organisations that buy training for their staff

By using this website or enrolling with us, you agree to these terms. If you do not agree, please do not use the website or enrol.

### Other documents that form part of your agreement

When you enrol, these documents also apply to you:

- the course information for your course, including fees, duration and delivery mode
- our Learner Handbook
- our Privacy Policy
- our Complaints and Appeals Policy
- any written agreement or quote we give you

If something in a written agreement or quote is different from these terms, the written agreement or quote applies.

### Employers and schools

Training we deliver for an employer or a school is also covered by the service agreement or quote we make with that organisation. Secondary school students in VET delivered to secondary students (VETDSS) programs are enrolled through their school, and the school's agreement with SSI applies.

## 2. Using our website

### Course information

We work to keep the information on this website accurate and current. Course details, fees, start dates and funding eligibility can change. Funding rules are set by government and can change at short notice. Always

confirm the details with us before you enrol. The details in your written enrolment confirmation are the ones that apply to you.

Nationally recognised qualifications and units are listed on [training.gov.au](https://training.gov.au). Our scope of registration can be checked there under RTO 2401.

## Using the website properly

You must not:

- use the website for anything unlawful
- try to gain access to any part of the website or our systems that you are not authorised to use
- upload anything that contains a virus or harmful code
- copy or scrape website content for commercial use without our written permission

## Our intellectual property

The content on this website and in our learning resources belongs to SSI or is used with permission. This includes text, images, videos, logos, course materials and assessment tools. You may view and print website pages for your own personal use. You must not copy, sell, share or republish our content or learning resources without our written permission.

## Links to other websites

Our website links to other websites, such as government funding sites and [training.gov.au](https://training.gov.au). We do not control those sites and are not responsible for their content. A link does not mean we endorse the site.

## Online forms and enquiries

When you send us an enquiry through the website, we use your details to respond to you. Some forms are hosted by third-party providers on our behalf. Our [Privacy Policy](#) explains how we handle your information.

# 3. Enrolment

## Before you enrol

Before you enrol, we give you information about your course. This includes the qualification or units, entry requirements, delivery mode, duration, fees, any work placement requirements and your rights as a learner. Read this information and ask us about anything that is not clear.

Some courses require a pre-training review. This may include a language, literacy, numeracy and digital skills check. It helps us confirm the course is right for you and the support you may need. If the course is not suitable, we will tell you before you enrol.

## Unique Student Identifier (USI)

You must have a USI to enrol in nationally recognised training. We cannot issue a qualification or statement of attainment without it. You can create a USI for free at [usi.gov.au](https://usi.gov.au). You give us permission to verify your USI and to view your USI transcript where this is needed for credit transfer.

## Information you give us

You must give us information that is true and complete. This includes your identity, prior study, eligibility for funding and employment details. If information you give us is false or misleading, we may cancel your enrolment. You may also have to pay the full fee-for-service price if you are found not to be eligible for funding.

## Confirming your enrolment

Your enrolment is confirmed when we accept your enrolment form and any required payment or funding approval. We will send you written confirmation and your login details.

## Enrolment periods

Each course has a set enrolment period. It is shown in your course information and enrolment confirmation. You must complete your course within that period. If you need more time, contact us before your enrolment period ends. Extensions are not automatic. An extension fee may apply.

## Deferring or withdrawing

Tell us in writing if you want to defer or withdraw. The refunds that apply are set out in section 5.

## If you stop engaging with your course

If you do not engage with your course for three (3) consecutive sessions, your enrolment is considered in jeopardy. We will contact you to arrange an extension or to withdraw.

## When we may cancel your enrolment

Your enrolment may be cancelled if:

- the full balance of your fee is not paid
- you voluntarily withdraw from your course
- you provide false or misleading information during enrolment
- you breach the Student Code of Conduct
- you engage in harassment, bullying, discrimination or unsafe behaviour
- participation poses an unacceptable health or safety risk
- government funding eligibility is found to be invalid

## 4. Fees and payment

### What your fee covers

Your course fee covers training, learning resources, assessment, trainer support and the issue of your qualification or statement of attainment. Any other costs, such as textbooks, equipment, a police check or a placement requirement, are listed in your course information before you enrol. There are no hidden fees.

### Fee-for-service learners

If you pay for your own course, you can pay in full or by payment plan. Prices on this website are in Australian dollars. Nationally recognised training is GST-free. Other services, such as short courses that are not nationally recognised, may include GST. Prices that include GST say so.

## Payment plans

Payment plans are managed by a third-party direct debit provider. When you choose a plan, you agree to that provider's terms. The provider may charge setup, dishonour or failed payment fees. These are shown before you sign up. You must keep your payments up to date. If the full balance of your fee is not paid, your enrolment may be cancelled.

## Government-funded learners

If you are enrolled in a government-funded place, your fees are set under the Western Australian Department of Training and Workforce Development VET Fees and Charges Policy. Concessions may apply if you are eligible. We will check your eligibility before you enrol. If you are later found not to be eligible, you may have to pay the fee-for-service price.

## Employers and organisations

Training for employers is invoiced and paid as set out in our quote or service agreement.

## Fees paid in advance

We do not collect more than \$1,500 from any learner before the relevant training has been provided. If your course costs more than \$1,500, your invoice includes a fee payment schedule. We collect \$1,500 at enrolment. The rest is collected during your course and before you complete.

## Additional fees

In addition to your course fee, the following charges may apply:

| Item                                                        | Fee                                                    |
|-------------------------------------------------------------|--------------------------------------------------------|
| Resource fee (for example scrubs or learning resources)     | Varies by course. Shown in your course information     |
| Reissue of a digital certificate or Statement of Attainment | \$30.00                                                |
| Issue of a printed certificate                              | \$50.00                                                |
| Reissue of a printed certificate                            | \$50.00                                                |
| Additional support services                                 | Quote on request, based on your needs                  |
| Third-party mediation for complaints and appeals            | Depends on requirements                                |
| Re-enrolment in a course                                    | Depends on the course and at the Director's discretion |

## AQF Certification and Unpaid fees

Where a VET student has met the requirements of the training product, SSI will issue AQF certification documentation within 30 calendar days from completion of assessment, provided the student has completed the relevant qualification, or has completed one or more units and subsequently withdrawn, and has paid all agreed fees associated with the training product.

## 5. Cancellations and refunds

### Learner Engagement and Cancellation

If a learner has not engaged with their scheduled course delivery for three (3) consecutive sessions, SSI will contact the learner to determine whether additional support, an extension or withdrawal is appropriate.

Cancellation of an enrolment may occur where:

the learner voluntarily withdraws from their course;

fees remain unpaid after SSI has followed the overdue fees and debt management process and cancellation is permitted under the applicable funding, contractual and regulatory requirements; or SSI is unable to continue delivery of the course or enrolment.

### Fee-for-Service Courses

For fee-for-service courses, refunds are determined under the following provisions, subject to any rights the learner has under the Australian Consumer Law or other applicable law.

| Notification of Withdrawal                                                  | Refund                                                                                                                                                                 |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learner withdraws more than 14 days prior to commencement                   | Full refund                                                                                                                                                            |
| Learner withdraws within 14 days prior to commencement                      | Full refund less an administration amount of up to 20% of the course fee, where disclosed and applicable                                                               |
| Course is cancelled by SSI, or SSI is unable to provide the agreed training | Refund of fees paid for training and services not provided, in accordance with applicable law and contractual obligations                                              |
| Learner withdraws after commencement                                        | No refund, except where otherwise required by law or the terms of the enrolment agreement, or where an exceptional or compassionate refund is approved by the Director |

SSI fee-for-service refund provisions do not override any refund entitlement that applies to government funded training.

### Government Funded Courses

For training funded by the Western Australian Department of Training and Workforce Development (DTWD), withdrawals and refunds will be administered in accordance with the applicable DTWD VET Fees and Charges Policy and any relevant funding requirements.

SSI will establish the applicable census/withdrawal date for each unit in accordance with DTWD requirements. Where a student provides written notification of withdrawal on or before the applicable

census/withdrawal date, SSI will provide the refund required by the DTWD VET Fees and Charges Policy, including the applicable course fee and resource fee refund.

### **If SSI stops operating**

If SSI ceases to operate, any fees you have paid in advance for units not yet started will be refunded. Units that have started are not eligible for a refund, regardless of your progress.

### **Changes in your circumstances**

We are unable to accept responsibility for changes in your personal circumstances. No refund is available if you leave before the end of your course. Any refund outside the situations listed above is at the sole discretion of the Director. This does not limit your rights under the Australian Consumer Law, set out in section 6.

### **Employers and organisations**

Cancellation and refund terms for corporate training are set out in your quote or service agreement.

## **6. Your consumer rights**

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in these terms limits those rights. If we do not provide training with due care and skill, or within a reasonable time, you may be entitled to a remedy. This applies in addition to the refunds in section 5.

## **7. Studying with us**

Please refer to our Learner Handbook for full information about your rights and responsibilities when studying with us.

## **8. Privacy, complaints and appeals**

### **Your privacy**

We collect and handle your personal information under the Privacy Act 1988 and the Australian Privacy Principles. As an RTO, we are required by law to report training activity to the National Centre for Vocational Education Research (NCVER) and to government training authorities. Our [Privacy Policy](#) explains what we collect, why, who we share it with and how you can access or correct it.

We will not use your photo, video or testimonial in our marketing without your written consent.

### **Complaints and appeals**

If you are unhappy with our service or an assessment decision, please tell us. Most issues are fixed quickly by talking to your trainer or our office. You can also lodge a formal complaint or appeal using our [Complaints and Appeals form](#). Our Complaints and Appeals Policy sets out how we handle it and how long it takes. Making a complaint will not affect how you are treated.

If you are not satisfied with the outcome, you can contact:

- the National Training Complaints Hotline on 13 38 73
- the Australian Skills Quality Authority (ASQA) at [asqa.gov.au](https://www.asqa.gov.au)
- the Office of the Australian Information Commissioner at [oaic.gov.au](https://www.oaic.gov.au) for privacy complaints

## 9. Other terms

### Our liability

To the extent the law allows, we are not liable for any indirect or consequential loss arising from your use of this website or our services. Where the law allows us to limit our liability, it is limited to supplying the services again or refunding what you paid for them. This does not affect your rights under the Australian Consumer Law.

We are not liable for delays or failures caused by events outside our reasonable control. If this happens, we will work with you to find a fair solution.

### Changes to these terms

We may update these terms from time to time. The current version is always on this page, with the date it was last updated. The terms in place when you enrolled apply to your enrolment, unless a change is required by law or is in your favour.

### Governing law

These terms are governed by the laws of Western Australia. Any dispute is subject to the courts of Western Australia.

### Contact us

#### Skills Strategies International Pty Ltd

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- 5/199 Balcatta Road, Balcatta WA 6021
- Phone (08) 6143 2180
- Email [info@skillstrategies.edu.au](mailto:info@skillstrategies.edu.au)