

Certify Skills Australia
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Service Agreement

FULL NAME	
PHONE	
EMAIL	
ADDRESS	
CERTIFICATE / CODE	

I (applicant), hereby agree to Certify Skills Australia with the entire process related to RPL as follows:

Terms and Conditions

1. Payment Structure

- 1.1 Deposit for the total course fee is payable before the commencement of the RPL process.
- 1.2 Upon successful assessment and issuance of the qualification (soft copy), the **remaining** of the course fee is due before the soft copy is issued.
- 1.3 The full balance must be paid before the hard copy of the certificate is dispatched.

2. Processing and Timelines

- 2.1 The standard processing time for issuing the RPL certificate is **1 to 4 weeks** from the date all required documents are submitted. In exceptional cases, processing may take longer.
- 2.2 The applicant is responsible for providing **all necessary documentation** to facilitate the assessment.
- 2.3 The **outstanding balance** must be paid **within 14 days**. Failure to do so may result in the cancellation of the qualification and forfeiture of the initial deposit.

3. Refund Policy

- 3.1 If a qualification cannot be issued after assessment, the applicant will receive a full refund of the deposit (cannot be provided for changes of mind).
- 3.2 If the qualification is deemed invalid within 3 months, the applicant will be given a replacement Certificate from another RTO. If the qualification is deemed invalid within 3 months, the applicant will be given a 50% discount on the application fee, based on the total course fee at that time and will be issued another certificate.

NOTE:

CERTIFY SKILLS AUSTRALIA IS NOT AN RTO BUT AN AGENCY TO ASSIST IN OBTAINING CERTIFICATES FROM RTOS OR COLLEGES.

4. Contract Duration and Validity

This agreement becomes effective from the date it is signed by the applicant and will remain in force until the following conditions are met:

- Full payment has been received, and
- The applicant has received the final RPL certificate.

Acknowledgement and Acceptance

I, the undersigned applicant, hereby confirm that I have read, understood, and agree to all terms and conditions outlined in this RPL Service Agreement.

Applicant Full Name: _____

Applicant Signature: _____

Date: _____

Signature: DARUS SOLTAN

Service Provider

NOTE:

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