

FEES AND CHARGES POLICY

July 2025

PURPOSE

MiTraining is committed to being fair and transparent when dealing with students, prospective students and other stakeholders regarding fees charged, protection of fees and payment requirements prior to enrolment.

This policy ensures that students are provided with relevant fee information and that fee information and protection systems are established, implemented and readily accessible to MiTraining students.

This policy should be read in conjunction with the Fee Schedule.

SCOPE

This policy relates to fees and charges for all accredited courses on MiTraining's scope of delivery.

FEES AND CHARGES

Unless otherwise specified, course fees are inclusive of:

- Tuition and assessment
- Provision of online course materials
- Online delivery supported by access to a qualified, industry relevant trainer (accredited courses only)
- Access to the MiTraining Learning Management System (LMS)
- Ongoing service and support from MiTraining administrative staff
- Issuance of original certificates including a Statement of Attainment, Record of Results and Testamur to eligible students (accredited courses only)

Online course and assessment materials can be available in print for students who do not have reliable internet access and are an additional cost to the student. Optional or recommended reading materials or textbooks are not included in course fees and are an additional cost to the student.

Assessment

Assessments for accredited courses may require students to access certain equipment to complete required tasks. This may include a video recording device (such as a smart phone), stationery, internet access and the ability to engage with their colleagues and peers. The cost to access these items will be at the student's expense, however most students are able to access these materials without incurring any personal cost.

Students completing assessment in an accredited course are allowed up to three attempts at each assessment task. Students who exceed three attempts and do not achieve competency

may be charged a re-enrolment fee to re-enrol in the unit that they did not achieve competency in to continue in the course. Where a student requires additional/alternative assessment to achieve competency, MiTraining reserves the right to charge an additional fee.

Goods and services that do not incur a separate fee

MiTraining does not charge additional fees for goods and services that are considered the responsibility of the RTO such as:

- Fees for costs associated with records archiving
- The purchase or depreciation of equipment or general infrastructure
- IT support
- Access to general learning and personal support services
- Separate fees for negotiating training plans with students

Certificate Issuance

Applicable certification will only be issued to students once all course fees are paid in full.

An additional fee may apply where a qualification testamur, statement of attainment or record of results is reissued (copy provided).

FEES

MiTraining publishes an annual Fee Schedule on the MiTraining website that provides pricing structures for each course of study and other educational services.

MiTraining accepts a maximum payment of \$1,500 in advance of training being delivered. Course fees exceeding \$1,500 are to be paid by the student via an agreed payment plan. This process is designed to protect and safeguard student fees.

These requirements do not apply where an employer engages MiTraining to provide training and/or assessment to its staff through a negotiated commercial transaction. In this instance, full fees may be invoiced for payment or negotiated at the time of enrolment.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a comprehensive assessment pathway that considers a prospective student's existing skills and knowledge through the collection of evidence. Please refer to the MiTraining Recognition of Prior Learning Policy for more information.

Fees for RPL services are listed in the Schedule of Fees. No fees apply to credit transfers.

PAYMENT METHODS

Payment can be made by credit card (Mastercard or Visa only) via the MiTraining website. Corporate clients can be issued with a tax invoice for payment by bank deposit.

Corporate Workshops

Invoicing

Upon signed acceptance of a proposal, a tax invoice will be issued for a 50% deposit. Consultation and facilitator booking will commence once payment has been received.

A final invoice for the remaining fees will be generated on the last day of workshop delivery.

Payment of the final invoice is due seven (7) days from date of invoice.

Qualifications

By completing and submitting an enrolment, the student is agreeing to pay fees for their training and assessment.

MiTraining reserves the right of refusal to provide services where fees, and any other additional charges associated with the provision of training and assessment services are unpaid despite being advised of the fees and charges prior to enrolment.

Please note that non-payment of fees and charges may result in the cancellation of an enrolment and referral to an external debt recovery agency.

Payment can be made by scheduled instalments processed through MiTraining's payment debit service.

Corporate clients will be issued with a tax invoice for payment by bank deposit.

Payment Plans

Interest free payment plans are available through MiTraining's payment debit service for accredited qualifications. This option allows students to arrange payment of their nominated course fees through weekly or fortnightly direct debit payments from a bank account or credit card (Mastercard or Visa only).

A deposit payment is required to commence a payment plan. The nominated deposit must be paid in advance of course commencement and all remaining payments must be made according to the agreed schedule.

REFUNDS, WITHDRAWAL AND DEFERMENT

MiTraining aims to ensure that fee arrangements are fair and transparent for all learners.

This section outlines the circumstances in which refunds may apply where a learner withdraws from training or requests to defer their studies.

Withdrawal Prior to Course Commencement

Where a learner withdraws from a course before the course start date, the learner may request a refund of fees paid.

MiTraining may retain a reasonable administration fee to cover enrolment and processing costs.

The remaining balance of fees paid will be refunded.

Withdrawal After Course Commencement

Where a learner withdraws after the course has commenced, a refund will generally not be available for training services that have already been delivered.

Refunds for any remaining services not yet delivered may be considered at MiTraining's discretion, taking into account:

- the amount of training delivered
- resources provided to the learner
- administrative costs incurred.

Payment Plans

Where a learner is enrolled under a payment plan and withdraws from the course:

- the learner remains responsible for any fees due for training services already delivered
- MiTraining will cancel any future payments relating to services not yet delivered.

Deferral of Studies

Learners may request to defer their enrolment for a period of up to six (6) months, subject to approval by MiTraining.

Where deferral is approved:

- course fees already paid will be transferred to the new course commencement period
- no refund will apply unless the learner subsequently withdraws in accordance with this policy.

Cancellation by MiTraining

If MiTraining cancels a course before it commences, learners will be offered:

- a full refund of fees paid, or
- the option to transfer their enrolment to an alternative course or intake.

Consumer Protection

Nothing in this policy removes or replaces the learner’s rights under Australian Consumer Law.

Learners may be entitled to a refund or other remedy if training services are not delivered with due care and skill or do not match the description provided.

Refund Requests

Refund requests must be submitted in writing to MiTraining.

MiTraining will assess refund requests and notify the learner of the outcome within a reasonable timeframe.

Approved refunds will be processed using the original payment method wherever possible.

NOTES

<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Reviewed:</i>	<i>March 2026</i>