

REFUND POLICY

Revision 3.1 Dec 2019

PURPOSE

This policy specifies the terms and conditions under which a refund may apply in relation to cancellation, withdrawal or deferment from a course of study.

SCOPE

This policy applies to:

- Individual students enrolled in a course of study.
- Any third party (such as an employer or agency) responsible for payment of fees and charges associated with a course of study.

DEFINITIONS

Course of study – any accredited or non-accredited course offered by MiTraining unless otherwise specified.

Fees and charges – any fees and charges associated with enrolment in, and delivery of, a course of study paid by an individual or third party.

Unit – refers to a single unit of competency included in a qualification, accredited short courses and skill sets.

Student/Learner – an individual enrolled in a course of study with MiTraining

POLICY PRINCIPLES

- This policy should be read in conjunction with the Enrolment Policy.
- The terms and conditions for refunds of fees and charges are made publicly available and are agreed to by the learner at the time of enrolment.
- Notice of withdrawal, cancellation or deferment from a course of study must be made in writing to support@mitraining.edu.au using the Course Withdrawal, Cancellation or Deferment Form.
- Course fees and charges are published on the MiTraining website both on the applicable course page and within the Annual Fee Schedule and can be accessed at any time prior, during or after enrolment in a course of study.
- MiTraining believes in fair, transparent and compassionate refund practices.
- Fees and charges paid by a third party will be refunded to that third party and not directly to the individual enrolled in the course of study.

REFUNDS

- A student whose enrolment in a course of study is rejected will be fully refunded all fees and charges.
- Eligibility for a refund is only assessed on receipt of a completed Course Withdrawal, Cancellation or Deferment Form submitted to support@mitraining.edu.au.
- Fees and charges for Micro Training, non-accredited skill sets and course bundles are non-refundable.
- The following terms and conditions apply to refunds for qualifications:
- Withdrawal or cancellation 14 days or more prior to the advertised commencement date – fees and charges are fully refunded within 7-14 working days, less a \$60 administration fee.
 - Withdrawal or cancellation less than 14 days prior to the advertised commencement date – the deposit is non-refundable and a cancellation fee of \$250 will be charged.
 - Withdrawal or cancellation on or after the advertised commencement date, but within 7 days of commencement – the deposit is non-refundable, a withdrawal fee of \$200.00 per enrolled unit is charged, and cancellation fee of \$250 will be charged.
 - Withdrawal or cancellation more than 7 days from the advertised commencement date – all course fees and charges associated with the course of study are non-refundable. The individual or third party responsible for payment will be invoiced in full for all fees and charges associated with a course of study.
 - No refund is payable when a student is administratively withdrawn from a course of study due to misconduct.
- The following terms and conditions apply to refunds for accredited short courses and skill sets that include one or more units of competency:
 - Withdrawal or cancellation within 7 days of enrolment – fees and charges are fully refunded within 7-14 working days, less a \$60 administration fee.
 - No refund is payable after 7 days from enrolment.
- The following terms and conditions apply to refunds for Recognition of Prior Learning:
 - RPL application fees are non-refundable.
 - Where an RPL applicant is deemed eligible for enrolment in a course of study, the above applicable terms apply.
- In the unlikely event that a course of study is cancelled by MiTraining no cancellation fees apply. The refunded amount will be prorated to the amount of the course of study that was not able to be delivered.
- Students who choose to withdraw or cancel their enrolment after a period of approved deferment are subject to the refund terms applicable to their original commencement date in the course of study.

APPEALS

All students have the right to appeal refund decisions made by MiTraining. Appeals must be submitted in writing with a completed Appeals Form to support@mitraining.edu.au.

This policy, and the availability of the Appeals Policy and Complaints Policy, does not remove the student's right to take action under Australia's consumer protection laws.

The organisation's dispute resolution processes do not remove the student's right to pursue other legal remedies where necessary.

NOTES

<i>Related Policies/Procedures:</i>	<i>Appeals Policy Enrolment Policy Fees and Charges Policy</i>
<i>Related Documents/Forms:</i>	<i>Annual Fee Schedule Appeals Form Course Withdrawal, Cancellation or Deferment Form</i>
<i>Related Legislation:</i>	<i>NVR Act 2011</i>
<i>Guidelines:</i>	<i>Standards for RTOs 2015</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	