

REFUND POLICY

December 2023

PURPOSE

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

This policy should be read in conjunction with the Enrolment Policy and the Fees and Charges Policy.

SCOPE

This policy applies to students enrolled in a course, and any third party (such as an employer or agency) responsible for payment of fees and charges associated with a course or qualification.

POLICY PRINCIPLES

Course fees and charges are published on the MiTraining website both on the applicable course page and within the Annual Fee Schedule. This information can be accessed at any time prior, during or after enrolment in a course.

Eligibility for a refund will only be assessed upon receipt of a completed Enrolment Cancellation, Withdrawal or Deferment Form submitted to support@mitraining.edu.au.

Fees and charges paid by a third party will be refunded to the third party and not directly to the individual enrolled in the course.

REFUNDS

The following terms and conditions apply when a student withdraws or cancels their enrolment:

Qualifications

Timing of Request	Refund Terms	Applicable Fees
14 days or more prior to commencement date	Full refund processed within 7-14 working days	\$60 Administration Fee
Less than 14 days prior to commencement date	Deposit is non-refundable	\$250 Cancellation Fee
On or after commencement date but within 7 days of commencement	Deposit is non-refundable	\$250 Cancellation Fee
More than 7 days after commencement date	Non-refundable. The individual or third party responsible for payment will be invoiced in full for all fees and charges associated with the course	N/A

- If the RTO cancels or administratively withdraws the student's enrolment in the course for reasons outlined in the Enrolment Policy, the student will not receive a refund of paid fees

Non-accredited Short Courses

- Non-refundable

Non-accredited Micro Training / Course Bundles

- Non-refundable

Recognition of Prior Learning (RPL) Application Fees

- Non-refundable

Where a prospective student enrolls in a course and their enrolment is declined, all fees and charges will be refunded in full.

Students who choose to cancel or withdraw their enrolment after a period of approved deferment are subject to the refund terms applicable to their original commencement date.

Students will be liable for any balance of fees owing upon cancellation and if applicable, payment plans will continue until all fees owing are paid in full.

In the unlikely event that a course is cancelled by MiTraining, no cancellation fees will apply. MiTraining will issue a full refund for any services not provided. This will be calculated pro-rata based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the services are terminated.

APPEALS

All students have the right to appeal refund decisions made by MiTraining. Appeals must be made in writing by submitting 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 rights under Australia's consumer protection laws.

The RTO's dispute resolution process does not remove the student's right to pursue other legal remedies where necessary.

RECORDS MANAGEMENT

All documentation from this policy and associated processes will be maintained in accordance with the Records Management Policy.

POLICY REVIEW

This policy and accompanying documents will be periodically reviewed in accordance with the Continuous Improvement Policy to identify areas for improvement.

POLICY PUBLICATION

Policies and procedures applicable to prospective and enrolled students, MiTraining staff and contractors are (where appropriate):

- Included in the student induction or staff orientation
- Available on the website
- Available on the student administration/management system or internal electronic system
- Available by request

NOTES

<i>Related Policies/Procedures:</i>	<i>Appeals Policy Enrolment Policy Fees and Charges Policy Records Management Policy</i>
<i>Related Documents/Forms:</i>	<i>Annual Fee Schedule Appeals Form Enrolment Cancellation, Withdrawal or Deferment Form</i>
<i>Related Legislation:</i>	<i>National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	<i>21/12/2024</i>