

<b>Policy Title</b>	Refunds
<b>Policy Owner</b>	RTO Manager

## OBJECTIVE

Students are informed before enrolment of all course fees and refund arrangements.

## SCOPE

This policy and accompanying procedures apply to all training programs delivered by MSAC Institute of Training.

## POLICY

Where payment is received prior to the training being delivered, the payment will be held in trust until the training is delivered. Course material fees are non-refundable and must be paid prior to commencement of training.

All refund requests are conditional on the following:

- MSAC Institute of Training must have received funds in order for any refunds to be made available
- Any debts to MSAC Institute of Training must be paid in full or the outstanding amount will be deducted from the refund.

### No refund

No refund will be granted if the student is suspended or excluded from MSAC Institute of Training due to misconduct. The student has the right to appeal the decision to cancel enrolment due to misconduct. See Student Misconduct Policy.

No refunds can be claimed for student training material fees.

### Cancellation of non-delivery of training program

In the event that MSAC Institute of Training is unable to deliver the training program in full, the student will be offered a refund of all the training fees they have paid to date. Alternatively, students may be offered enrolment in an alternative training program by MSAC Institute of Training at no extra cost. See Training Package Transition & Discontinuation Policy.

The student has the right to decide whether he/she would prefer a full refund of training program fees, or to accept a place in another training program, where available. If the student chooses placement in another training program MSAC Institute of Training will ask student to sign a document to indicate that he/she accepts the placement. A transfer must be into an MSAC

Institute of Training course within 6 months of the start date of the first course or the fee will be forfeited.

### General Student Withdrawal

A student wishing to withdraw from a training program, that has not been cancelled by MSAC Institute of Training, must make a request to be withdrawn in writing at least one week before the scheduled start of training program. The student will receive, at the discretion of the student, either 100% account credit or a refund less a 25% withdrawal fee on condition that all training materials are returned in the same condition as they were provided. Additional fees may be deducted for materials that are not returned damaged.

### **Partial refunds**

#### Withdrawal prior to training program commencement

Where a non-government funded student withdraws from a training program less than one week before training program commencement he/she is entitled to 90% refund of the total fee. 10% will be retained by MSAC Institute of Training as an administrative fee. Where a Victorian Government funded student withdraws from a training program less than one week a full refund of any paid fees will be provided.

#### Withdrawal after training program commencement

All students who withdraw once training commences, the utilised part of the fee paid is non-refundable. The student will receive a refund of the unused fee component, for example, if a student completes 40% of the course, he/she will be entitled to a refund of 60% of the fee if it has already been paid. The percentage of the training program completed is based on the nominal hours completed of the scheduled nominal hours in traineeship and the days attended of the days scheduled for all other programs (including fee for service and Government subsidised students).

#### Traineeship cancellation/withdrawal

Should a student wish to withdraw from a traineeship, he/she should discuss this with the trainer.

If the reason for withdrawal is difficulty with the program, the trainer may be able to provide assistance which will allow the student to complete their studies. If the student feels the training program has not met his/her expectations, this is valuable feedback that MSAC Institute of Training uses when reviewing and improving training programs. If a traineeship is ceased for any reason within the first 4 weeks from the scheduled commencement date of training, a full refund of fees will be made minus a 10% administration fee. If a trainee cancels with 3 months of the date of commencement the student should be withdrawn. If after 3 months the student should be cancelled and no refund given.

#### Transferring to and from Registered Training Organisations

Where a student transfers to MSAC Institute of Training from another RTO, MSAC Institute of Training must obtain a copy of the Statement of Attainment (where applicable) and sign the completed withdrawal form. MSAC Institute of Training will then ask the student to complete an Enrolment Form and pay the course fee which will depend on the individual circumstance. Where a student's transfer from MSAC Institute of Training to another RTO, we require the student to complete a Withdrawal Form and will be given a Statement of Attainment (where applicable). A portion of the student fee may be refunded depending on the circumstance.

Students and Employers who want to apply for a refund of fees paid must formally advise either by telephone, followed up with email, letter or fax.

All refunds will be paid to the party who initially paid the fees.

Refund of Fees for Short Course (e.g. Pool Lifeguard/update, First Aid/Update, AUSTRALIAN SWIMMING, Dealing with Conflict etc.)

Refund of Fees for all other seminars and workshops not included in the above (such as the Sport Facility Management Series).

- Applications for refunds will only be accepted if a written request is received at least 15 working days prior to date of commencement.
- A full refund is given only if the course is cancelled by the MSAC Institute of Training
- Cancellations, withdrawals, refunds, transfers will incur an administration fee of **\$50.00** check figures.
- Transfer must be into an MSAC Institute of Training course commencing within 6 months of original course start date.

## PROCEDURES

All request for refund must be made in writing clearly stating the reason for their refund and must be forwarded to RTO Coordinator.

Student will complete Withdrawal/Cancelation Form and the refund application will be reviewed by and the student will be advised in writing of the outcome. If approved, refunds details will be entered into the SSCT refund request book and signed by the Organisational Development manager and forwarded to the SSCT Accounts team. The SSCT Accounts team will issue a cheque or deposit funds into the students nominated account.

Details of refunds provided must be maintained in the students file.

## RESPONSIBLE PARTIES

All refund requests will be the responsibility of the RTO Coordinator and Organisational Development Manager. The SSCT Accounts team will ultimately action the refund.

## CONTINUOUS IMPROVEMENT OF POLICY

This Refunds policy and accompanying procedures for vocational education and training systems of the organisation will be continuously implemented and reviewed for areas of improvement. The policy and accompanying procedures will be formally reviewed annually as part of the general continuous improvement process.

## POLICY PUBLICATION

All policies and procedures that are applicable to prospective students/trainees and enrolled students/trainees and all organisation staff are made available where required and form part of the induction and orientation for staff and students and are made available via the website, student administration and internal electronic systems.

## POLICY REFERENCES:

<b>Policy Title:</b>	Refunds
<b>Related Policies:</b>	Fee setting Training Package Transition & Discontinuation Student Misconduct
<b>Related Forms:</b>	Withdrawal/Cancellation Form SSCT Refund Request Book
<b>Review Date:</b>	September 2016
<b>Version Number:</b>	1.6

## Policy Complies with:

Version Number	Approval Date	Amendment
1.6	September 2015	Moved into new template and reviewed in normal schedule