

As a Registered Training Organisation, MSAC Institute of Training has a responsibility to provide students with a fair and equitable refund policy which complies with the requirements of ASQA and the **Standards for Registered Training Organisations (RTOs) 2015** related to all relevant fee information.

### **Payment of Course Fees**

All course fees are payable by the student upon enrolment of the course. Payments after attending a course are not permitted. All course fees are payable via direct deposit, and proof of payment must be submitted to the MSAC Institute Administrator to confirm enrolment.

Organisations booking with the MSAC Institute of Training will receive a Proforma Invoice which is payable by an agreed upon date prior to enrolment. Note that varied terms may apply for invoices issued to an organisation.

### **Refund: Student Initiated**

Students may withdraw at any time from a confirmed enrolment from the MSAC Institute of Training, however, note that cancellation fees will apply as outlined below. Course fees are non-refundable after the course has commenced. Please note that students must notify the MSAC Institute of Training in writing of their intent to withdraw as soon as possible. Students should also consider rescheduling their course enrolment as the first option before withdrawing.

### ***Penalty Fees***

#### **Public Courses**

##### **Cancellation:**

- 48+ hours prior to course commencement: 25% of course fees
- Within 48 hours of course commencement: 100% course fees (non-refundable)

## Rescheduling

- \$15.00 fee
- Rescheduling within 48 hours of course date: 100% of course fees (non-refundable)

## Private Group Courses (MSAC Onsite or dedicated workplace)

### Cancellation

- 48+ hours prior to course commencement: 50% of course fees
- Within 48 hours of course commencement: 100% course fees (non-refundable)

## Exceptions

**Student initiated:** Where a student must cancel prior to a course with a medical certificate or a statutory declaration supporting and detailing the reason for their absence/cancellation, penalty fees may be waived.

**MSAC Institute initiated:** If MSAC Institute cannot deliver a course for any reason, all fees paid by the student will be refunded in full.

## Determination

Refund requests must be sent in writing to [msaci@ssct.com.au](mailto:msaci@ssct.com.au) which will then be reviewed and declined/approved by an authorised administrator from MSAC Institute of Training. The authorised administrator will contact the candidate and advise of the outcome.

## Administration

Where a candidate cancels and is eligible for a refund, the invoicing details that are cancelled/refunded will be recorded within MSAC Institute of Training's electronic Student Management System.

All refunds are processed via Direct Bank Transfer. An MSAC Institute of Training administrator will contact the candidate to request bank details in writing and proceed with the reimbursement process.

Once a refund is processed, the candidate will receive a written remittance from an Accounts official via email to reflect that the refund has successfully been processed.

MSAC Institute of Training will manage refunds promptly and will complete the process within 21 days.