

## P 053 Refund Policy

### 1. Purpose

This policy is designed to ensure that MTC Australia complies with all applicable Commonwealth, State and Territory funding bodies and the Standards for RTOs in relation to refund of fees paid by any learner. This policy sets out the circumstances under which learners may claim a refund and the associated procedures for handling refunds.

### 2. Scope

This policy covers all fees and is applicable to any learner enrolled at any MTC Australia sites providing training, assessment, recognition and offering NRT qualifications.

### 3. Definitions

N/A

### 4. References

- [Smart and Skilled Fee Administration Policy](#)
- [Smart and Skilled Contract Terms and Conditions](#)
- [Smart and Skilled Operating Guidelines](#)
- [ET F009 Withdrawal / Refund / Deferment / Transferring Request Form](#)
- [Standards for Registered Training Organisation \(RTOs\) 2015](#)

### 5. Refund Policy

MTC Australia refund policy is defined in accordance with the contractual obligations with various regulatory bodies. *Clause 5.1 and 5.2* below defines the applicable policies for all enrolled students excluding the students enrolled under the government subsidised smart and skilled program (listed under Clause 5.3)

- 5.1. MTC Australia will refund all or part of the fee paid by a learner under the following circumstances:
- a. the course is cancelled by MTC Australia
  - b. the course is rescheduled to a time and/or location that is unsuitable for the learner
  - c. learner requesting a withdrawal before commencement\*
  - d. learner granted withdrawal as an outcome of complaint
  - e. medical conditions (extended hospitalisation or illness)\*

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- f. pregnancy/child birth
  - g. other special circumstances as deemed appropriate on a case by case basis
- 5.2. MTC Australia will not refund all or part of the fee paid by a learner under the following circumstances:
- a. change of mind
  - b. change of job status or conditions of employment
  - c. inconvenience of travel
  - d. moving interstate
  - e. withdrawal from the course due to the following actions, but not limited to,
    - inappropriate behaviour
    - discrimination
    - harassment
    - bullying
    - persistent absenteeism
    - any other act which is a breach of the Student Code of Conduct of MTC Australia
- 5.3. MTC Australia's refund policy for all students enrolled under the smart and skilled program cover the following circumstances:
- for any student notification of withdrawal of their own accord, full refund without any penalty will be provided if the formal withdrawal request is made within 7 days of enrolment
  - where recognition of prior learning and or credit transfer has been granted, partial and proportional refund of fees will be provided
  - Where a student withdraws from a qualification but have completed all the requirements for a lower level qualification, which attracted a lower student fee. Student will be refunded the difference in fees.
  - where MTC Australia loses its approval to deliver the course (of enrolment) the NSW Government Subsidised training under Smart and Skilled OR ceases its operations as a RTO partial refund of fees will be provided for the unfinished training component

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### 6. Procedure of applying for refunds

- 6.1. A student can apply for a refund in the following ways
  - a. Download the [F009 Withdrawal/ Refund/ Deferment/ Transferring Request Form](#) from our MTC website or request a hard copy of the form from the Site Centre Manager /Trainer or VET Training Coordinator
  - b. submit the completed form with the requested evidence to the Site Centre Manager/ Trainer or VET Training Coordinator
- 6.2. The Site Centre Manager/ VET Training Coordinator will process the application in accordance with this policy and confirm an outcome/decision within 14 working days. The decision will be taken based on the available evidence and circumstances.
  - a. If the learner is not satisfied with the outcome of their refund, they lodge their complaint in writing via email to [Complaints@mtcaustralia.com.au](mailto:Complaints@mtcaustralia.com.au)

### 7. Payment of refunds

MTC Australia will pay the refund to the same person who made the payment on behalf of the learner. The payments will always be transferred to the account as provided by the learner.