

FEES & REFUND

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 Appeal Policy
 Individual Qualification and Course Information Brochures

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 CEO

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PURPOSE

The purpose of this policy is to clearly identify the process for student fee payments and refunds.

POLICY

MTC Training provides training through WorkReady, Training Guarantee for School Students (TGSS), VET In Schools, Apprenticeships, Fee for Service and Contracted Services to Employers.

Where Contracted Services to Employers are provided fees and refunds will be negotiated individually and documented in a Memorandum of Understanding with the individual employer or entity.

When providing WorkReady, TGSS, VET in Schools, Apprenticeships and Fee for Service training opportunities to individuals it is the policy of MTC Training:

- to have fair and reasonable financial dealings with all clients;
- to protect fees paid in advance; MTC Training accepts payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following course commencement, MTC Training requires payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.
- to clearly identify the amount and timeframes for payments;
- that the CEO and Business Manager are the sole delegates for authorisation of refund of fees.

MTC Training reserves the right to withhold Qualification Certificates or Statement of Attainment until all fees are received.

MTC Training may require a non-refundable application/enrolment deposit.

SCOPE

This policy applies to all fee collection and refund of fees for all students enrolled with MTC Training as *Skills for All*, TGSS, VET In Schools, Apprentices or Fee for Service.

DEFINITION

- Application/Enrolment Deposit : Fee for the processing of an application including entry assessment, interview and initial determination as to whether RPL or Recognition is applicable.
- Fee for processing Student Enrolment and associated administration including confirmation of applicable funding/subsidies, liaison with JSA if applicable, negotiation with employer and development of on job training plan and flexible learning strategies if applicable.
- This fee is non-refundable.
- Tuition Fees : Fees that are directly associated with the training/learning of the qualification. These generally are made up of Trainer/Assessor time and use of facilities.
- Materials & Consumables Costs : Costs associated with items that:
- either will be consumed as special projects e.g. timber, paint, nails etc or
 - will be the property of the student e.g. text books, tools, uniforms etc

PROCEDURE

Fees Protection

Applicable to all fees paid in advance for all students.

Application/Enrolment Deposit

A non-refundable Application/Enrolment Deposit may apply to all applications.

Tuition Fees

Tuition Fees paid in advance are protected. To protect fees paid in advance; MTC accepts payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, MTC requires payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Materials & Consumables - Tools/Equipment, Course Notes & Other Consumables

Costs for Materials such as tools/equipment, course notes and other consumables are separate from Tuition Fees.

Costs for these items will be dependent upon the qualification undertaken. *Please refer to the relevant qualification information brochure.*

MTC Training protects non expended money for these items through separate accounting that ensures the money paid by students in advance and that has not been spent on behalf of the student cannot be used for any other purpose.

REFUND – FEES PAID IN ARREARS

Fees paid in arrears do not attract refunds.

REFUND – FEES PAID IN ADVANCE

Request for refunds must be made in writing within 15 working days of leaving the course using the Request for Refund form which is available from Reception.

Fees may be refunded under the following circumstances:

Early Departure

If student leaves prior to the first 25% of the semester or course duration, 50% of total semester course cost will be refunded. The Enrolment/Administration Fee is non-refundable.

If student leaves between 26% to 50% of the semester or course duration, 25% of total course cost will be refunded. The Enrolment/Administration Fee is non-refundable.

If student leaves at 51% or thereafter of the semester or course duration they will not be entitled to any refund. The Enrolment/Administration Fee is non-refundable.

Exceptional circumstances will be considered for refund. However participants will be required to provide proof to support claims of exceptional circumstance e.g. Illness – (doctor's certificate) or family crisis.

Student Cancellation

A full refund will be made where cancellations are notified a minimum of 15 working days prior to the semester or course commencement.

Cancellations made between 3 and 14 working days prior to semester or course commencement will incur a fee of 75% of the full course cost including materials, administration fee.

Cancellations made less than 3 working days prior to commencement will result in no refund of fees.

Failure to notify of cancellation (no-show) will result in no refund of fees.

MTC Cancellation

Programs may be cancelled due to low registrations.

Reasonable notice of cancellation including an offer of transfer to another program within 8 weeks will be given to participants.

If MTC cannot honour the transfer within the eight (8) week period and the student prefers, MTC will refund the full enrolment/administration, tuition and material fees.

REFUND PAYMENTS

Refunds will only be made after the fees have been cleared through MTC's bank account.

Refunds will only be paid by Electronic Funds Transfer to the person or entity who made the original payment to MTC.

All tuition fees are calculated by direct "student contact hours" and has no bearing on length of program in terms of training weeks.

Materials and consumables costs are fixed for the individual item and are not related to student contact hours or length of program in terms of training weeks.

Application Administration and Enrolment/Administration fees are fixed and non refundable.

SPECIAL PROVISION

In the event that MTC is unable to fulfil its duties with a client, MTC will refund the proportion of fees paid for which services have not been delivered.

COMPLAINTS & APPEALS

MTC has a Complaints Policy and an Appeals Policy that provides students with the opportunity to have a Fee Refund decision appealed and/or to make a complaint about the process or outcome.

Please refer to Complaints Policy and Appeals Policy for detailed information in relation to making an appeal or complaint.

RIGHTS UNDER AUSTRALIAN CONSUMER PROTECTION LAWS

Please note that this policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

RESPONSIBILITY

CEO

The CEO is responsible for:

- all process connected with fees and refunds;
- ensuring that student fees paid in advance are protected;
- ensuring that all requests for refunds are treated equitably and fairly;
- all staff are aware of and trained in regards to this policy/procedure.

Staff

All staff are responsible for:

- ensuring that students are treated in a fair and reasonable manner in regards to all financial dealings;
- ensuring that Fee Refunds are made only with and after the specific written approval from the CEO or Business Manager has been provided

Students

It is the responsibility of students to ensure that they meet the requirements of the policy.