

## REFUND POLICY & PROCEDURE

### 1. Policy:

This policy/procedure provides all staff and clients information on the refund arrangements that are in place within MultiSkills Training (MST).

The following procedures ensure all clients are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Administration Manager and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Handbook
- The RTO's website
- The Enrolment Form / Fee for Service Agreement which is completed and signed prior to acceptance into a course of study with MultiSkills Training.

### 2. Procedure:

#### 2.1 Refund applications

- Any student wishing to apply for a refund must complete a '**Refund Application Form** and submit this form to [admin@multiskills.com.au](mailto:admin@multiskills.com.au) The application form can be accessed by:
  - Contacting Administration
  - Visiting <http://multiskills.com.au/policies-procedures>
- All 'refund applications are to be assessed and approved by the **Administration Manager** and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the Administration Manager is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note: Where the student breaches the MultiSkills Training Policies and Procedures no refund is payable.

#### 2.2 Refunds due to non-delivery of a course by MST

Tuition fees and/or material fees are to be refunded in full if the MST is unable to commence the course as agreed due to unforeseen circumstances.

Any 'unused tuition' fees are to be refunded where the MST is unable to complete the course due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, MultiSkills Training may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to

this arrangement, MultiSkills Training will not be liable to refund the money owed for the original enrolment.

In the instance that MultiSkills Training can't provide an alternative course we will find another training provider for you to complete the relevant course as per your original enrolment at no extra charge.

### 2.3 Refunds based upon student application

A full refund will be applied if five business days' notice is provided prior to cancellation. Cancellation within 5 business days or failure to attend will incur forfeiture of full payment with no refund applicable. Alterations to booking dates or transfers to a different course cannot be made within 5 business days of the course commencement date.

| Outline of Refund Arrangements   |   |
|--|---|
| The RTO is unable to commence the course for which the original enrolment and payment has been made. | Full refund or alternative placement in a course relevant to original enrolment |
| The RTO is unable to continue to deliver the course as agreed.                                       | Full refund or alternative placement in a course relevant to original enrolment |

| Outline of Refund Arrangements (Skill Set Courses)                    |  |
|---|--|
| Cancellation by student/client with more than 5 business days' notice | Full refund or alternative placement in a course relevant to original enrolment. |
| Cancellation by student/client with less than 5 business days' notice | No refund*   |
| Non-attendance to course without prior notification                   | No refund*   |
| Withdrawal after course commencement                                  | No refund*   |

| Outline of Refund Arrangements (Full Qualification) |   |
|---|---|
| Withdrawal prior to agreed start date               | Full refund   |
| Withdrawal 1-3 weeks after course commencement      | Full refund   |
| Withdrawal 3 + weeks after course commencement      | Partial refund (pro-rated, total payment divided by total number of weeks attended) |

\* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Administration Manager and shall be assessed on a case by case situation.

## 2.4 Appealing refund decisions

- All clients have the right to appeal a refund decision made by MultiSkills Training by accessing the complaints and appeals policy and procedure.
- Clients wishing submit an appeal of the refund decision should refer to the **Complaints and appeals policy and procedure**.
- This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

## 2.5 Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that the client provides MultiSkills Training or that MultiSkills Training collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

## DOCUMENT CONTROL INFORMATION

|                           |  |
|---------------------------|--|
| <b>Document Name:</b>     | Refund policy & procedure  |
| <b>Document No.:</b>      | 7583   |
| <b>Revision No.:</b>      | 1.0  |
| <b>Revision Date:</b>     | 13-08-2018   |
| <b>Next Review Date:</b>  | 13-08-2019   |
| <b>Created by:</b>        | NOVACORE   |
| <b>Approved by:</b>       | CSKINNER   |
| <b>Date Approved:</b>     | 13-08-2018   |
| <b>Document Location:</b> | NovaCore CMS\DMS\Trade Training Group\Policy and Procedures\6. Student Administration\ |