

EN 2 Fees & Refunds Policy

1. Purpose

This policy is to ensure that Trade Training Group Pty Ltd, trading as MultiSkills Training (MST) provide prospective students with clear & unambiguous information regarding fees prior to enrolment or commencement of training & assessment. The policy will ensure that fees paid in advance are protected and provides the conditions under which a refund may be granted.

The policy also aims to ensure the protection of consumer rights under Australian law.

2. Scope

The policy applies to all prospective students & corporate clients seeking to enrol in a course offering at MST.

3. Definitions

Client means a student, enterprise or organisation that uses or purchases the services provided by an RTO.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

4. Policy

Policy Statement

MST is committed to ensuring all students are clearly informed about fee information prior to enrolment or commencement of a course offering.

The following fee information will be provided:

- all fees payable to MST, clearly describing all costs involved with the course
- how and when fees must be paid
- how to request a refund
- the conditions under which a refund would be provided

Where prospective students will be enrolling under a loan or delayed payment arrangement, the following information will be provided before enrolment or commencement:

- any debt that may be incurred
- when repayment is required and under what conditions
- any associated fees, indexation or interest

Fee Information to Prospective Students

Prospective students are advised of all fees & charges associated with a course including tuition fees, administration fees, material fees, and other charges in their statement of fees, on the MST website, and via communication with the student administration office.

The information provided to each student and/or corporate client will include:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges.

- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
- Any fees and charges for additional services.
- MST fees & refund policy.

Payment of Fees

MST will not accept payment of pre-paid fees of more than \$1500 before the relevant services have been provided. Unless otherwise specified, course fees will include the cost of all compulsory training and assessment materials.

Payment options for students include bank transfer, EFT, credit card, cash & cheque. Payment plans may be arranged for students who experience difficulties and challenges in making payments.

Corporate clients will be invoiced for payment only if they hold a 30-day MST account, otherwise payment will need to be made before the course commences.

Re-assessment charges will be applied to students who achieve a 'not competent' outcome and these details will be made available prior to enrolment and/or commencement of the course. AQF certification documentation will not be issued until all fees & charges are paid for in full.

Industry competency cards will attract further charges if a replacement card is required.

Victorian Government Funded Training

Victorian Government funded courses under the Skills First Program will not attract any fees or charges payable by the student at enrolment. However, where students achieve a 'not competent' course outcome a re-assessment charge will be levied. The details for re-assessment charges will be provided before enrolment and/or commencement of the course and will also be available on the MST website under the Fees & FAQs section.

Refunds

Students will receive a full refund of fees paid and waiver of administration charge (if applicable) in the following circumstances:

- The RTO is unable to commence the course for which the original enrolment and payment has been made.
- The RTO is unable to continue to deliver the course as agreed.

The following conditions apply to refunds for short courses (competency tickets & licences):

- Cancellation with more than five (5) days' notice will result in a full refund.
- Less than five (5) notice will not be eligible for a refund.
- Withdrawal after the course has commenced will not be eligible for a refund.

The following conditions apply to refunds for full qualification courses:

- Withdrawals prior to course commencement date will result in a full refund.
- Withdrawal after course commencement will result in a partial refund for services not yet delivered.

No refunds will be given with respect to Recognition of Prior Learning (RPL) assessments.

Procedure for Applying for a Refund

To apply for a refund, students must complete **EN 2.1.2 Refund Form** and return it to the administration team. Full details of exactly how to make the refund application is available in **EN 2.1 Fees & Refund Procedure** published on the MST website in the policies and procedures section.

Cooling Off Period

A fourteen-day (14-day) cooling off period applies for all enrolments. However, this cooling off period is deemed to be waived if the student commences training and/or submits assessment materials during that period. By this action they are deemed to have entered fully into a contract of service provision with the RTO.

Recording and payment of refunds

Refunds will be paid to the person or organisation who made the original payment. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure which is available on the MST website under the policies & procedures section.

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

SUPPORTING DOCUMENTATION

Document Code	Document Name	Document Type
EN 2.1	Fees & refunds procedure	Procedure
EN 2.1.1.	Statement of fees	Template
EN 2.1.2	Refund form	Template

DOCUMENT CONTROL INFORMATION

Document Name:	EN 2 Fees & Refunds Policy
Document No.:	8565
Revision No.:	1.0
Revision Date:	04-02-2021
Next Review Date:	04-02-2022
Created by:	NOVACORE
Approved by:	WGREEN
Date Approved:	04-02-2021
Document Location:	NovaCore CMS\DMS\Trade Training Group\MST Quality Management System\2. Enrolment (EN)\Pre-paid fees\Policies\