



Refunds and Transfers Policy

Purpose

The aim of this policy is to outline fair and equitable conditions for the approval of refunds and transfers for courses run by MSA Training and Professional Development.

Scope

This policy applies to all short courses, Nationally Recognised Training units and qualifications, other accredited or non-accredited training programs and other fees and charges of MSA Training and Professional Development.

Principles

The principles behind Monash Student Association's refund process are:

- Monash Student Association acknowledges that situations do arise whereby contracts, on the part of either party, may, as a result of unforeseen circumstances, be deemed unable to be continued.
- Monash Student Association will promote the principles of fairness, ethics and social justice in all dealings with clients/students seeking refunds.

Objectives

With these principles in mind, the objectives of this policy are to:

- Incorporate conflict management principles when resolving concerns over the issue of refunds.
- Implement a refund process that is accessible and simple to follow.
- Treat all applications for refund in a fair and equitable manner for all parties involved.
- Advertise our Refund and Transfer Policy in information given to clients/students.

Conditions for Approval of Refunds/Transfers

- An enrolment form, along with payment (in full or as a deposit) or a signed Payment Authorisation Form, constitute a binding contract.
- Courses are to be paid for prior to commencement of the course. Fees for Certificate III, IV or Diploma level courses may be paid in instalments via a payment plan.
- Should the student be unable to attend, a substitute nomination is welcome at no extra charge. This does not apply to situations where the enrolment is funded through the Victorian Skills First program and may not apply to enrolments in Nationally Recognised Training courses where entry requirements and attendance requirements apply. Such a decision will be at the discretion of the RTO Director.
- Applications for refund or transfer must be received in writing at least 7 days prior to course commencement for all short courses and at least 14 days prior to all Nationally Recognised

Qualifications. Refunds from Short Courses incur an administration charge of \$60, refunds from Nationally Recognised qualifications incur an administration charge of \$300 and all transfers incur an administration charge of \$35 for Short Courses and \$50 for Nationally Recognised qualifications. Charges apply to each and every refund/transfer. All transfers must be taken within a 12-month period.

- Students withdrawing less than 7 days prior to course commencement are not entitled to a refund.
- Students withdrawing less than 7 days prior to course commencement who feel they have exceptional circumstances which warrant a refund, are welcome to submit a completed Refund Form. All such applications will be assessed in line with our Refund Procedure.
- No refunds can be made for cancellations received less than 7 days before the course commencement.
- Fees paid via cash, cheque/money order or EFTPOS will be refunded via Electronic Funds Transfer (EFT) into the student's nominated bank account. The processing of EFT refunds can take up to 3 weeks.
- Fees paid via credit card will be refunded back to the same credit card. For online credit card payments, refunds will be processed via SecurePay back to the same card.
- Fees paid via EFTPOS may be refunded back to the debit card, however this will require the cardholder to be present during the processing of the refund as the PIN will be required.
- In the event of cancellation by the student, where full payment has not already been received, MSA Training and Professional Development Centre reserves the right to recover monies as follows:
 - If notice is received more than 7 days prior to commencement no payment is required. A refund, less the administration charge, will be issued.
 - Where notice of less than 7 days is given, 100% of the course fees are payable. For payment plans, this means that instalments will continue to be charged to your card or bank account and must be paid in full.
- MSA Training and Professional Development reserves the right to cancel / postpone programs. Every effort will be made to ensure applicants for cancelled courses are placed on the next available program. Wherever possible, enrolled students will be given at least 3 days' notice in the advent of a course being postponed or cancelled. In the event that a course is cancelled or postponed by MSA Training and Professional Development a full refund will be available to all applicable students.
- This policy is to be made available to students and prospective students on the website www.msatraining.edu.au

Review date

31 July 2022