



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 Booking Form or payment plan, constitute a binding contract.
- Courses are to be paid for either in full, or a deposit plus the setup of a payment plan, 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.
 - Applications will be reviewed by the RTO Director and either denied for the refund, or granted approval should they meet the criteria outlined in this policy.
- Refunds from Short Courses incur an administration charge of \$60 and refunds from Nationally Recognised qualifications incur an administration charge of \$300.
- 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, or any paid fees will be forfeit.
- Students withdrawing from short courses less than 7 days prior to course commencement are not entitled to a refund.
- Students withdrawing from Nationally Recognised Qualifications less than 14 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 credit card will be refunded back to the same credit card. For online credit card payments, refunds will be processed via the original payment gateway, back to the same card.
 - If the students credit card has expired or been replaced, the student must inform MSATPD of this and provide the new card details on the refund request form.
- Fees paid via the DebitSuccess payment plan:
 - If the fees have been paid in full and there are no more scheduled payments, the refund request will need to first be assessed by the RTO Director and will either be processed through DebitSuccess or another suitable refund method will be discussed.
 - If you are currently making payments through the DebitSuccess payment plan, you must give MSATPD two weeks notice to stop taking payments.
 - The fees which have already been paid will need to first be approved by the RTO Director and will either be processed through DebitSuccess or another suitable refund method will be discussed.
 - Should the refund be due to the result of a course being cancelled, all fees paid through DebitSuccess will be refunded through DebitSuccess and further payments will be cancelled.
- 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 14 days prior to commencement no payment is required. A refund, less the administration charge, will be issued.
 - Where notice of less than 14 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 2023