

1. Purpose

MPA Skills is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, MPA Skills is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

2. Policy Statement

MPA Skills is committed to ensuring fair and reasonable refund practices.

MPA Skills will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered as agreed when an individual completed enrolment into a specific training activity.

3. Policy Principles

The following principles underpin this policy.

- a) Details of MPA Skills Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one month (28 days) of written approval by MPA Skills of application for refund.
- c) With regard to all withdrawals, MPA Skills will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a client has commenced their course/unit (except as may apply in relation to any Government funded training contractual fees and charges policies).
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) MPA Skills does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) MPA Skills provides a full refund to all clients, should there be a need for MPA Skills to cancel a course. In the first instance MPA Skills will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If MPA Skills cancels a course, clients do not have to apply for a refund, MPA Skills will process any refunds automatically.

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3.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

| Reason for Refund | Notification requirements | Refund |
|---|--|---|
| Client withdraws | In writing, eight (8) calendar days or more prior to the course commencement | 100% of the course fee (paid by the client) |
| Client withdraws | In writing, within seven (7) calendar days prior to the course commencement. | 75% of the full course fee (paid by the client) |
| Client withdraws | In writing, less than 24 hours prior to course commencement. | Nil Refund |
| Client withdrawn from the course by MPA Skills | After course commencement, due to inappropriate behaviour | Nil Refund |
| Course cancelled by MPA Skills | | 100% of the course fee (paid by the client) |

- a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

4. MPA Skills Responsibilities

The General Manager MPA Skills is responsible for ensuring compliance with this policy.

The accounts department of MPA Skills will process refund requests within 1 month from the day of refund approval.

5. Access & Equity

The MPA Skills Access & Equity Policy applies. (See Access & Equity Policy)

6. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

7. Monitoring and Improvement

All Refund practices are monitored by the General Manager of MPA Skills and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

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