

Full Qualifications Fee-for-Service Refund, Withdrawal and Rebooking Policy

1. Withdrawal Before Course Commencement

Where a student withdraws from a course after their enrolment has been confirmed but before training has commenced, an **administration fee equal to 25% of the total course fee** will be retained by the RTO.

Any remaining fees paid will be eligible for refund, subject to any non-refundable materials, resources or other costs already incurred by the RTO.

2. Withdrawal After Training Has Commenced

Where a student withdraws after training has commenced, the RTO will calculate the amount payable based on the training and assessment services already provided.

This may include:

- fees for units of competency commenced and/or completed;
- training or assessment activities already undertaken;
- learning or assessment resources already supplied or accessed;
- any non-refundable materials or equipment supplied to the student; and
- other reasonable costs already incurred in delivering the training.

Any amount paid in excess of the applicable charges will be considered for refund.

3. Cancellation or Rescheduling by the RTO

Where the RTO cancels a course and is unable to offer a suitable alternative date, students will be entitled to a **full refund of fees paid for training that has not been delivered**.

Where the RTO reschedules a course, the student may transfer their enrolment to the new date without incurring a rebooking fee.

If the rescheduled date is not suitable, the RTO will work with the student or employer to identify an alternative date or determine the appropriate refund for training not delivered.

4. Extenuating Circumstances

The RTO recognises that circumstances outside a student's control may prevent them from commencing, attending or completing their training.

The **RTO Manager may exercise discretion** to waive or reduce an administration, withdrawal or rebooking fee where the student can demonstrate genuine extenuating circumstances.

Extenuating circumstances may include serious illness or injury, family emergency, bereavement or other significant circumstances outside the student's reasonable control.

Supporting evidence may be requested where appropriate.

Any decision to waive or reduce a fee will be considered on a case-by-case basis and documented by the RTO.

5. Refund Requests

Requests for a refund must be submitted an email to trainingcourses@mtansw.com.au and include sufficient information to allow the request to be assessed.

The RTO will review the request against this policy and advise the student and/or paying organisation of the outcome.

Where a refund is approved, payment will be refunded to the original payment method

Where course fees were originally paid by an employer or another organisation, the refund will generally be returned to the party that made the original payment.

6. Outstanding Fees

Withdrawal from a course does not automatically remove fees already incurred.

Any outstanding amount relating to training or assessment already provided, resources supplied, applicable administration fees or no-show/rebooking fees remains payable in accordance with this policy.

7. Complaints and Review

A student who is dissatisfied with a refund or fee decision may request that the decision be reviewed in accordance with the RTO's complaints and appeals process.

The application of this policy does not remove or limit any rights the student may have under applicable Australian Consumer Law.