

Refund and cancellation policy

Master Plumbers has appropriate safeguards in place to protect any monies paid in advance by learners and ensure these funds are not used until the relevant course/s have commenced.

Master Plumbers complies with the following refund and cancellation policy.

If we cancel a course (preapprenticeship, apprenticeship or post trade)

Master Plumbers reserves the right to cancel a course if insufficient learners enrol in it, or if circumstances beyond our control require us to do so.

Master Plumbers will provide learners with a full refund in this situation.

If you want to withdraw from a course (post trade)

Master Plumbers complies with the general cancellation policy of the Plumbing Industry Climate Action Centre (PICAC) for post trade training booked through the PICAC calendar.

If you want to withdraw from a post trade course you must do so **in writing** using the form [MPF15 Application to transfer or withdraw from study](#).

If you require a course fee refund you must complete the form [MPF17 Apply for a refund](#).

Refunds will be calculated according to the following table.

Number of days notice	Refund
More than 10 days before course starts	<ul style="list-style-type: none"> • Full refund of all fees
4 - 9 days before course starts	<ul style="list-style-type: none"> • 50% refund of fees
Within 4 days of course starting	<ul style="list-style-type: none"> • No refund of any fees
After commencement of course	<ul style="list-style-type: none"> • No refund of any fees

Deferment (post trade)

Master Plumbers will give a learner a pro-rata credit if they cannot continue the course for unavoidable reasons. You can use the credit to pay for the same course at a future date. You cannot transfer the credit to another person in your company. The credit is non-refundable.

Substitution (post trade)

A learner can choose to transfer their enrolment to another person, but they must tell Master Plumbers this, in writing, before the course starts. The enrolment requirements of some courses may restrict substitutions depending on amount of notice provided. Master Plumbers reserves the right to confirm substitution.

If you want to withdraw from a course (pre-apprenticeship and apprenticeship)

If you want to withdraw from a preapprenticeship or apprenticeship course you must do so **in writing** using the form MPF15 Application to transfer or withdraw from study.

If you require a course fee refund you must complete the form MPF17 Apply for a refund.

Refunds will be calculated according to the following table.

Number of days notice	Refund	Administration charge
More than 10 days before course starts	<ul style="list-style-type: none">• Full refund of all fees	\$75
Within 10 days of course starting	<ul style="list-style-type: none">• Refund of tuition fees only• No refund of materials fee	\$75
Within 28 days of starting course	<ul style="list-style-type: none">• Pro rata refund of tuition fees (based on \$2 per hour for hours scheduled will be withheld)• No refund of materials fee	\$75
More than 28 days after starting course	<ul style="list-style-type: none">• No refund of any fees	

In all cases tools (if purchased through Master Plumbers) must be unopened/unused to claim tool refund.

The General Manager Training and Industry Development may exercise the right to amend or negotiate fee refunds in exceptional circumstances beyond the control of the learner.

Substitution and deferment (pre-apprenticeship and apprenticeship)

- Learner substitutions are not permitted.
- Learner deferment may be possible in exceptional circumstances beyond the control of the learner at the discretion of the General Manager Training and Industry Development.