

Enrolment

Refunds and Cancellation Policy

Standards for RTOs 2015	
Standards Referenced	Standard 5 Clause 5.3

Purpose

Master Plumbers RTO adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who provide sufficient notice of intention to cease or not commence an enrolled course.

Master Plumbers RTO has an expectation that all learners are actively engaged in courses enrolled by students and that evidence of participation can be verified. The withdrawal of students from an enrolled class must account for potential impact on eligibility to funded training, duration of non-participation and efforts made to inform the student.

Definitions

Fees

Only relates to Tuition Fees and excludes all other charges including Materials and Ancillary Fees.

Course

A program of study leading to a qualification or an award.

Withdrawal

In accordance with the Victorian Statistical Collection Guidelines there are three scenarios that determine how a Withdrawn outcome is to be reported:

- Withdrawn Apparent is where the student has ceased training without fully completing their enrolment but has not officially notified Master Plumbers RTO of their withdrawal.
- Withdrawn Official is where the prospective student has notified Master Plumbers prior to or during the scheduled course.
- Withdrawn Deferred where the student has ceased training without fully completing and has negotiated an agreement with Master Plumbers RTO of their intention to defer their training to a later date.

Evidence of Participation

For all programs funded under the Victorian Skills First Funding Contract, Evidence of Participation is detailed in Clause 9, Schedule 1.

For fee for service courses Evidence of participation as defined by Master Plumbers RTO relates to formal attendance and/or confirmation from the student that they intend fulfilling the course requirements within timeframe negotiated with the assessor.

Scope

This policy applies to government funded and fee for service programs.

General policy

In the unlikely event that Master Plumbers RTO is unable to deliver a Fee for Service course in full, students will be offered a refund of all the course money paid to date. The refund will be paid within two (2) weeks of the day on which the course ceased being provided.

Students may be offered enrolment in an alternative course at no extra cost.

Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course.

Refunds will not be given for any of the following reasons:

- Failure to review and consider all information presented on the Master Plumbers website prior to enrolment;
- Change of mind;
- Incorrect choice;
- Change of circumstances;
- Financial hardship;
- If you make a payment but want or have seen a different price elsewhere;
- Unwillingness or inability to comply with the requirements of a relevant course;
- Employer or organisation not accepting a recognised course;
- Academic or general misconduct.

Students are advised to consider all information provided on the Master Plumbers website, including the course information, resources, prerequisites, the Learner Handbook, the Fees and Charges Policy and this Refund Policy, when considering enrolment into a course.

All students requesting a refund must complete form *MPF017 Apply for refund*.

Course cancellation

Master Plumbers reserves the right to cancel a course, whether pre-apprenticeship, apprenticeship, or post-trade, if insufficient learners enrol in a program, or if circumstances occur beyond the RTO's control. Where a course has been cancelled learners will receive a full fee refund.

Fee for service courses

Learner cancellation

Learners who want to cancel their enrolment in a short course may do so verbally or in writing.

Refunds will be calculated according to the following table.

Number of days' notice	Refund
More than 10 days before course starts	Full refund of all fees
4 - 9 days before course starts	50% refund of fees
Within 4 days of course starting	No refund of any fees
After commencement of course	No refund of any fees

Learner transfer

As an alternative to course cancellation, and provided the request falls within four days of the course starting, Master Plumbers will allow a learner to transfer their enrolment to the next available same course. Any fees and charges paid by the learner will transfer to the next course.

Substitution (short course)

A learner may request to transfer their course enrolment to another person, and inform Master Plumbers RTO in writing, prior to course commencement. Master Plumbers may at its discretion restrict substitutions depending on the amount of notice provided. Master Plumbers reserves the right to confirm or reject substitution.

Deferment (short course)

In special circumstances Master Plumbers may allow a learner who has commenced their course to defer to the future course. In this situation, the pro-rata of fees paid will be used as credit to pay for the remainder of the same course at a future date. The pro-rata fees credit cannot be transferred to another person. The credit is non-refundable. Deferment must be approved by the CEO or their authorised delegate.

Mandated withdrawal

Master Plumbers may withdraw a learner who has not attended a post trade course for two consecutive classes. Under such circumstances, Master Plumbers will contact the learner after the second absence to confirm the learner’s intention. If the learner confirms they are withdrawing or fails to respond, Master Plumbers will withdraw them from the course. The learner is not eligible for any fee refunds or pro rata deferment in this case.

For more information regarding Master Plumbers mandated withdrawal, refer to the [S3 Progress Monitoring Policy](#).

Government funded courses

Learner cancellation

Learners who want to cancel their enrolment in a government funded course must apply in writing

Refunds will be calculated according to the following table.

Number of days’ notice	Refund	Administration charge
More than 10 days before course starts	Full refund of all fees	\$75
Within 10 days of course starting	Refund of tuition fees only No refund of materials fee	\$75
Within 28 days of starting course	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	No refund of any fees	

Tools purchased through Master Plumbers must be unopened and 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

Learner substitutions are not permitted. Learner deferment may be possible in exceptional circumstances beyond the control of the learner, at the discretion of the CEO or authorised delegate.

Supporting Processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document Identifier	Name
MPF017	Apply for refund

Evidence

Source	Demonstrating

--- End of Policy ---

Approval

Approved By	Position	Signature	Date
Brendan Gould	Manager Training and Industry Development		1/03/2021

Version Control

Version #	Date	Changes
1.0	1/03/2021	First release