

## Refund Policy

### 1. Purpose

Midstate Training is committed to providing quality training and assessment in accordance with the AQTF Essential Conditions and Standards for Continuing Registration. As such, Midstate Training 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

Midstate Training is committed to ensuring fair and reasonable refund practices.

Midstate Training 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.

### 3. Policy Principles

The following principles underpin this policy:

- a) Details of Midstate Training Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Midstate Training 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.
- 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) Midstate Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) Midstate Training provides a full refund to all clients, should there be a need for Midstate Training to cancel a course. In the first instance Midstate Training will (where possible) provide an opportunity for the client to attend another scheduled course.
- j) If Midstate Training cancels a course, clients do not have to apply for a refund, Midstate Training will process the refunds automatically.
- k) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1)

### 3.1 Course refund sliding scale

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, 14 calendar days or more prior to the course commencement	Full refund of course fees already paid by client, less cancellation fee*
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	Up to 75% of course fees already paid by client, less cancellation fee*
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by <b>Midstate Training</b>	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by <b>Midstate Training</b>		100% of course fees already paid by client

\* Enrolment cancellation fee: RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation = \$150

### 4. Midstate Training Responsibilities

The CEO of Midstate Training is responsible for ensuring compliance with this policy. Refund requests will be processed within one week from the day of receipt.

### 5. Access & Equity

The Midstate Training 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 CEO Midstate Training and areas for improvement identified and acted upon. (See Continuous Improvement Policy)