

TRPP015b - Refund of Fees Policy and Procedure

General

MPC is committed to transparent administrative processes that ensures it is always compliant with the relevant legislation protecting the rights of consumers and the regulations governing fair trade, competition, and accurate information in the marketplace.

The relevant legislation and regulations applying in this area include:

- Standards for Registered Training Organisations (RTOs) 2015,
- Australian Consumer Law (2011).

This policy is applicable to learners who have applied to withdraw from or defer their studies at Mount Pleasant College.

Policy content

Mount Pleasant College understands that every learner has the right to receive a refund of fees in certain circumstances. The conditions under which a learner is entitled to receive a refund are detailed in this policy.

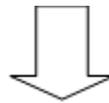
For purposes of clarity, the following points apply to the Refund of Fees policy:

1. To be eligible for a refund of fees, the learner must:
 - a. have paid the \$100 Application Fee,
 - b. be enrolled in a course of study at MPC,
 - c. have paid the tuition fees for the current teaching period,
 - d. have no outstanding financial obligations owing to the College.
2. The \$100 Application Fee is non-refundable.
3. In the event that it is determined that a learner is entitled to a refund, the amount of that refund will be calculated according to the following criteria:
 - a. if the application for refund of fees is received prior to the commencement of training, the Head of College will authorise a full refund of fees paid, with the exception of the \$100 Application Fee;
 - b. if the application for refund of fees is received after the commencement, but before the end of the third (3rd) week of training, the Head of College will authorise a refund of fees paid at the time the application was received *minus* 20% of the total fees paid;
 - c. if the application for refund of fees is received between the end of the third (3rd) week and the end of the fifth (5th) week of training in any teaching period, the Head of College may authorise a refund of fees paid at the time the application was received *minus* 50% of the total fees paid;
 - d. No refunds will be granted after the completion of the fifth (5th) week of training in any teaching period, with the exception of clause e. below;

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- e. The Head of College may exercise discretion to grant a full or partial refund in the event that the learner is confronted by exceptional circumstances. For the sake of clarity, exceptional circumstances are defined as:
 - i. beyond the control of the learner concerned,
 - ii. which were unknown by the learner at the Admin Date (Friday of week 2 in any teaching period), and
 - iii. which will seriously impact upon the learner's ability to attend class and complete assessment items.
 4. All applications for a refund of fees paid must be presented in writing and include all of the relevant details in support of the claim for a refund of fees.
 5. The application should be addressed to the Head of College and submitted via the College Reception.
 6. The Head of College is the person authorised to make decisions relating to the refund of fees. Such decisions will be made according MPC's obligations under the relevant regulations and legislation and with respect to its own policies and procedures.
 7. Any decision about refunds will take into account all of the evidence provided by the learner in the application for refund of fees.
 8. In the event that a refund is due, the amount will be calculated with reference to the learner's financial standing with the College when the application for refund is received, including:
 - a. the amount of fees already paid by the learner in the current teaching period,
 - b. the amount of training that the learner has received in the current teaching period,
 - c. any other financial commitments that the learner is owing to the College.
 9. In the event that MPC, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product in which the learner is enrolled, learners will be eligible to receive a full refund of fees for services which they did not receive.
 10. It should be noted that none of the procedures listed above limit the learner's rights in any way with respect to:
 - a. State or Federal government legislation covering consumer rights,
 - b. the MPC Consumer Protection Policy,
 - c. the MPC Grievance and Complaints policy.
 11. The Flow Chart on the following page is a pictorial representation of the process steps that will be followed for applications for refund of fees.

Mount Pleasant College

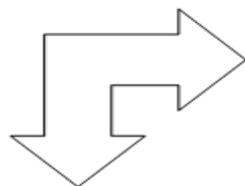
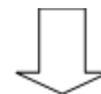
An application for a refund is presented to the College Office. The application is forwarded to the Head of College



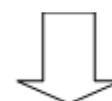
The Head of College reviews the application, considers the evidence supplied, and makes a decision regarding the refund application.

If the application for refund is received prior to the commencement of training the Head of College will authorise a refund of fees.
NB: the \$100.00 Application Fee is non-refundable

Should the application for a refund relate to a mistake made by MPC staff, then the error must be corrected and a refund made within 2 working days.

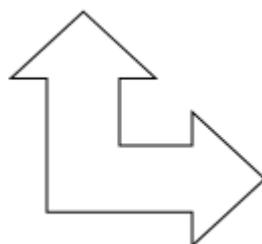


If the application is received after the commencement, but before the end of the 3rd week of training, the Head of College will authorise a refund of fees paid at the time the application is received, minus 20% of the total fees paid.
NB: the \$100.00 Application Fee is non-refundable.



The student has the right to lodge a formal complaint about any of the decisions made by the Head of College with regard to his/her application for refund of fees.
See Grievance and Complaints policy.

If the application is received between the end of the 3rd week and the end of the 5th week of training, the Head of College may authorise a refund of fees paid at the time the application is received, minus 50% of the total fees paid.
NB: the \$100.00 Application Fee is non-refundable.



NO REFUNDS will be granted after the completion of the 5th WEEK of training in any teaching period.

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Signature		
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To be reviewed by	Head of College	
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Related documents	TRPP015a Learner Fees Policy and Procedure 2022 TRPP007b Grievance and Complaints 2021 TRPP011 Privacy Policy and Procedure 2022 TRPP025 Consumer Protection Policy 2022	