



## Refunds and Transfers Policy

### Purpose

The aim of this policy is to outline fair and equitable conditions for the approval of refunds and transfers for courses run by MONASH Training and Professional Development.

### Scope

This policy applies to all short courses, Nationally Recognised Training units and qualifications, other accredited or non-accredited training programs and other fees and charges of MONASH Training and Professional Development.

### Principles

The principles behind Monash Student Association's refund process are:

- Monash Student Association acknowledges that situations do arise whereby contracts, on the part of either party, may, as a result of unforeseen circumstances, be deemed unable to be continued.
- Monash Student Association will promote the principles of fairness, ethics and social justice in all dealings with clients/students seeking refunds.

### Objectives

With these principles in mind, the objectives of this policy are to:

- Incorporate conflict management principles when resolving concerns over the issue of refunds.
- Implement a refund process that is accessible and simple to follow.
- Treat all applications for refund in a fair and equitable manner for all parties involved.
- Advertise our Refund and Transfer Policy in information given to clients/students.

### Conditions for Approval of Refunds/Transfers

- An enrolment form, along with payment (in full or as a deposit) or a signed Request for Invoice Form, constitute a binding contract.
- Courses are to be paid for prior to commencement of the course. Fees for Certificate III, IV or Diploma level courses may be paid in instalments via a credit card payment plan or instalments invoiced to the business nominated on the Request for Invoice Form.
- Should the student be unable to attend, a substitute nomination is welcome at no extra charge. This does not apply to situations where the enrolment is funded through the Victorian Training Guarantee and may not apply to enrolments in Nationally Recognised Training courses where entry requirements and attendance requirements apply. Such a decision will be at the discretion of the RTO Director.

- Applications for refund or transfer must be received in writing at least 7 days prior to course commencement. Refunds incur an administration charge of \$60 and transfers incur an administration charge of \$35. Charges apply to each and every refund/transfer. All transfers must be taken within a 12-month period.
- For nationally recognised courses, students will need to submit a Cancellation form along with their request for a refund or transfer.
- No refunds can be made for cancellations received less than 7 days before the course commencement.
- Fees paid via cheque/money order or EFTPOS will be refunded via Electronic Funds Transfer (EFT) into the student's nominated bank account. The processing of EFT refunds can take up to 3 weeks.
- Fees paid via credit card will be refunded back to the same credit card. For online credit card payments, refunds will be processed via SecurePay back to the same card.
- MTPD does not take cash payments or give cash refunds.
- Fees paid via EFTPOS may be refunded back to the debit card, however this will require the cardholder to be present during the processing of the refund as the PIN will be required.
- In the event of cancellation by the student, where full payment has not already been received, MONASH Training and Professional Development Centre reserves the right to recover monies as follows:
  - If notice is received more than 7 days prior to commencement no payment is required. A refund, less the administration charge, will be issued.
  - Where notice of less than 7 days is given, 100% of the course fees are payable. For payment plans, this means that instalments will continue to be charged to your card or invoiced as per the Request for Invoice Form and must be paid in full.
- MONASH Training and Professional Development reserves the right to cancel / postpone programs. Every effort will be made to ensure applicants for cancelled courses are placed on the next available program. Wherever possible, enrolled students will be given at least 3 day's notice in the advent of a course being postponed or cancelled. In the event that a course is cancelled or postponed by MONASH Training and Professional Development a full refund will be available to all applicable students.
- This policy is to be made available to students and prospective students on the website [www.monashtraining.com](http://www.monashtraining.com)

**Review date**

31 March 2018