

RTO Refund Policy

Version: 1.7

Issued: 21/6/2017

Doc #: RTOPOL04

Authorised by: RTO Manager

1. Policy Statement

This policy applies to fees collected from clients for all training delivered through Mentor Human Resources P/L (MHR) of accredited and non-accredited courses. Clients being, company bookings and public individuals (students).

2. Compliance Referencing

Standards for RTOs 2015; Standard 5 and 6
Skills First Program Guidelines about Fees

3. Refund Procedure

In order for a student to receive a refund for fees collected, a Request to Withdraw from Training form must be completed and submitted to the RTO Manager.

- If the student has commenced training, but has not completed the course agreed to, the decision will be made by the RTO Manager on the percentage of the fees which will be refunded. A full refund will not be granted.
- If the student has not commenced the training, the following processes will be followed:
 - Full qualifications: A full refund will be provided to the student
 - Public courses: When a person does not attend a confirmed attendance, an invoice for \$55.00 (inc GST) can be issued at the RTO Manager's discretion to cover costs associated with venue hire, catering and material printing.
- Any textbooks purchased from MHR associated with the training may be returned for a full refund if they are in as new condition and training has not commenced.
- Company Group Bookings:
 - Requests for course cancellations must be received in writing.
 - 10% administration fee will apply to withdrawals received fifteen days or more before the course commencement date.
 - 25% administration fee will apply to cancellations received less than fifteen days before the course commencement date.
 - Full booking fee is payable for cancellations received on or after the commencement date of a course.
- Refunds will be considered on a pro-rata basis for participants who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate is supplied to us.
- In the instance that MHR closes and must discontinue training, students who have paid in full will be informed directly by management regarding their eligibility for a refund.
- In all other cases, refunds are at the discretion of management and may be negotiated on an individual case-by-case basis.
- Should a course be cancelled by MHR, a full refund will be provided for fees collected.

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- If a student abandons their studies with no contact made with trainer, management will make 3 separate, documented attempts to contact the student to confirm their intentions to complete the qualification. If all 3 attempts are unsuccessful, the student is withdrawn, and is no longer eligible for a refund of fees paid to date.
- For Full Qualification student enrolments, excluding those whose fees paid for by a third party (e.g. Employer, jobactives):

In the unlikely event that Mentor HR does not start a student's course on the scheduled date or is unable to deliver a course in full for any reason, the student will be offered a refund of 100% of tuition fees paid for that part of the course which MHR has not delivered. The refund will be paid to the student directly. MHR may arrange for another course, or part of a course, to be provided to students, at no extra cost to the student, as an alternative to refunding course money. Where the student agrees to this arrangement, MHR will not be liable to refund the money owed for the original enrolment.

4. Publication

This Refund Policy is publicly available via our website at www.mentorhr.com.au

5. Related Documents

Student Withdrawal Procedure
Request to Withdraw from Training Form