

**Date of Implementation**

14<sup>th</sup> May 2025

**Date Reviewed**

May 2025

**Date Due for Review**

October 2025

## Refund Policy and Procedure

This policy is implemented in compliance with the Standards for Registered Training Organisations (RTOs) 2015 (Clauses 5.3, 7.3, 8.5) until 30th June 2025 (inclusive) and from 1st July 2025 the Standards for Registered Training Organisations (RTOs) 2025 (Outcome Standards 2.1, Compliance Standards, Part 2, Division 3, 18. Prepaid fee protection measures and 20. Compliance with laws).

### Purpose

MiHaven Training recognises that there are some instances where students are unable to complete their training for many reasons, with this in mind, MiHaven Training has developed a refund policy that is fair, equitable, and compliant. The policy is intended to advise students of their rights and obligations in regard to refunds.

This refund policy takes effect following a student's withdrawal from a course of study after having prepaid tuition fees against the course to MiHaven Training. MiHaven Training is to apply this policy in a consistent and transparent process for any student that is enrolled in a program at the organisation.

This refund policy, and the availability of complaints and appeals processes, does not remove the student's right to take further action under Australia's consumer protection laws.

### Scope

This policy is applicable to individual students for fees and charges of training programs or courses, any third party, employers or guarantor responsible for student's fees and charges for training programs or courses. Refunds will be processed in Australian dollars, unless agreed to prior, in writing by MiHaven Training. Please note, each refund application incurs an administration fee of \$15.00 unless explicitly stated otherwise.

### General conditions for student refunds

The following rules apply for the submission of student refund applications:

- Upon withdrawing from a qualification or unit/s of competency, students must submit a Refund Request Form (located on the MiHaven Training Website), and provide any documentary evidence requested by MiHaven Training within specified timeframes; and
- In cases of MiHaven Training cancelling a qualification or unit/s of competency and/or provider default, students are not required to submit a Refund Request Form or pay an administration fee of \$15.00, however; student bank details will be required by MiHaven Training to process the refund.
- If a student is eligible for a refund of tuition fees that were paid using a credit card, the refund will be credited back into that credit card account, less any transfer and/or administration fees incurred by the transaction. Student refund rules are applicable to students and third parties responsible for the payment of student fees.
- Costs will be refunded on a unit-by-unit basis for all non-commenced units as per Training Schedule.

- Student refunds will be paid within 28 days of approval in normal circumstances (except in cases of provider default, in which student refunds will be provided within 14 days of the cancellation of the qualification or unit/s of competency).

## **Withdrawing from a course**

Students are required to advise MiHaven Training if they wish to discontinue from the course. To withdraw from your course, you must submit either via email or in person, the MiHaven Training Student Withdrawal Form; the form is downloadable from MiHaven website. Students can only withdraw from units that have not passed the training schedule end date.

## **Exceptions to refunds**

- Students who have their enrolment cancelled by MiHaven Training as a result of academic or behavioural misconduct under the MiHaven Training Student Code of Conduct are not eligible for a refund of tuition fees for any training that has commenced.
- The student submits falsified evidence of their eligibility to the course.
- MiHaven Training has temporarily closed due to extenuating circumstances such as fire, cyclone or flooding (natural disaster). Refunds may be delayed under such circumstances that are beyond MiHaven Training's control.
- For students approved to withdraw from a qualification or unit/s of competency prior to the commencement date to enrol in another qualification or unit/s of competency within MiHaven Training, the student refund amount will be credited to the fees owing for the later enrolment and no administration fee will be applied.
- For students who have an outstanding debt with MiHaven Training, approved refunds will be applied to the debt prior to any remaining balance being paid to the student. Any material fees and other charges that are considered to be supplied to and used by the student.
- Please note textbook, RPL application, extension & transition fees are all non-refundable.

## **Courses reschedule/ cancellation**

If a course is rescheduled/cancelled by MiHaven Training prior to program or course commencement, then students will be rescheduled to the next available course date. Should the rescheduled date not be suitable for the student, then a full refund will be issued and no administrative fee applied.

## **Short course refund policy**

All requests for refunds must be submitted by completing the Refund Request Form three (3) business days prior to the course date. A refund will not be granted if the request is received less than three (3) business days prior to the short course delivery date. If a course is rescheduled/cancelled by MiHaven Training prior to program or course commencement, then students will be rescheduled to the next available course date. Should the rescheduled date not be suitable for the student, then a full refund will be issued and no administrative fee applied.

In the event that a student can produce a medical certificate for the period of three (3) business days leading up to and the date of the short course delivery, eligibility for a refund will be reviewed and then assessed on a case-by-case basis.

## **Appeals**

For all appeals, please refer to the Complaints and Appeals Policy on our website.

The RTO Director and Training Operations Manager are responsible for the implementation and ongoing maintenance of this policy. The Compliance Manager will review the policy in conjunction with them to ensure compliance with the RTO Standards and all applicable Commonwealth, state, and territory legislation and regulatory requirements.

