

Date of Implementation

3rd March 2026

Date Reviewed

March 2026

Date Due for Review

June 2026

Refund Policy and Procedure

This policy is implemented in compliance with 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. 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 paid tuition (Fee-For-Service (FFS) students) fees and/or Co-Contribution (Government subsidies students) 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.

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

Government Subsidies

The Department of Trade, Employment and Training (DTET) within the Queensland Government, offer financial assistance for a selection of Vocational Education and Training (VET) qualifications. For eligible students, the cost of tuition fees may be partly or fully covered by a State or Territory Funding subsidy.

Career Start (General Training/Traineeship/Apprenticeship) and Career Boost (General Training/Apprenticeship)

Full refunds for co-contribution fees will be paid where training has not commenced at the time of enrolment cancellation. Proportionate refunds will be paid where a student has commenced training and then withdraws from a unit of competency; and to employers/industry for any additional charges paid beyond the co-contribution fee and the Government subsidy. Students are required to request refunds in writing. Refunds will generally be processed within twenty-eight (28) days.

VET in Schools 2026

Students who are funded by VET in Schools 2026 under the Queensland funding initiative, and did not pay any fees, will not receive a refund.

Fee-For-Service (FFS) (Nationally Accredited/Non-Accredited)

Qualifications and Skill Sets

Full refunds for course fees will be paid where training has not commenced at the time of enrolment cancellation. Proportionate refunds will be paid where a student has commenced training and then withdraws from a unit of competency; and to employers/industry for any additional charges paid beyond the course fee. Students are required to request refunds in writing. Refunds will generally be processed within twenty-eight (28) days.

Short Courses

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.

*Excludes all Skill Sets.

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.

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.
- Please note RPL application, extension & transition fees are all non-refundable.

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.

