



Policy Number: **MAT001**

NAME: **Fees, Refunds and Cancellations Policy and Procedure**

APPROVED BY: RTO Director

Date of Next
Review: 30 Sep 2022

SECTION 1 – POLICY

PURPOSE

This document sets out the circumstances under which Students/Clients may claim a refund from Medical Administration Training Pty Ltd (MAT), and the associated procedures for course cancellations/withdrawals and issuance of refunds.

POLICY

The following principles underpin this policy:

- i. Pre-enrolment information provided to students is designed to ensure that all details relating to fees and charges including payment terms are known prior to enrolment. A non-refundable registration fee is payable on enrolment to any course. The balance of the training fee is to be paid as arranged with an individual student.
- ii. Details of Medical Administration Training Pty Ltd Refund Policy are to be publicly available.
- iii. Persons seeking to enrol with MAT must read and understand the fees, refunds and cancellation policy prior to formally completing the enrolment process.
- iv. MAT's [Refund Request Form](#) must be supplied in order to apply for a refund.
- v. All refund requests will be reviewed within 7 days from receipt of the Refund Request Form.
- vi. If approved, refund payments will be issued by Medical Administration Training Pty Ltd no later than 14 days of the date the application for refund was received.
- vii. There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client.
- viii. No refund is available 6 months after the course commencement date.
- ix. Medical Administration Training Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.



INFORMATION ABOUT FEES AND CHARGES

STUDENT COURSE FEES

Each qualification, unit of competency and course offered by Medical Administration Training Pty Ltd has an associated unit training fee and includes a **non-refundable** enrolment and administration fee. The cost of each course can be found on course pages on the [MAT website](#).

To view our full fees and charges schedule [Click here](#)

CLIENT FEES

Other clients or organisations seeking to enter into a service delivery with MAT will be informed of the fees and charges associated with the agreement via documentation provided to them prior to entry in the agreement.

WITHDRAWALS

To withdraw from your course, you must advise our administration team in writing. Verbal withdrawal requests cannot be accepted under any circumstances and all staff will ask that you submit your request via our withdrawal form [Click here](#) and email to info@medtrain.com.au.

Note: it is the student's responsibility to check if you still owe fees even if you withdraw. The Payment Plan will still be incurred by you for the units in which you have been issued.

Standard withdrawal requests will be processed within **seven (7)** business days.

DEFERRALS

If a student experiences exceptional circumstances but does not wish to cancel from the course, they may apply to defer their studies to a later date. Deferrals must be applied for in writing. Deferral period will be negotiated with each student on an individual basis. In the event that the qualification/course be superseded during the deferment period students may be required to pay a re-enrolment fee and any additional unit fee charges. One deferral may be granted free of charge. A fee may be applied for any subsequent deferral applications.

FEES

To view our extension, deferral and change of course fees [Click here](#)



STUDENT REFUND

WHAT YOU NEED TO KNOW

Refunds will not be granted automatically. You are expected to be aware of your work and personal commitments before you enrol and will need to demonstrate that the cause of withdrawal could not be reasonably anticipated before you enrolled.

There is no refund:

- To students who have their enrolment cancelled by MAT as a result of academic or behavioural misconduct under the MAT [Student Code of Conduct and Discipline Policy](#) or [Course Progression Policy](#).
- To participants who do not obtain their qualification after assessment.
- Available 6 months after the course commencement date.

You will be paid a refund if you have overpaid the student course fee.

Medical Administration Training may provide you with a refund of Training Fees in a number of circumstances where it's not possible for you to continue with your studies. In particular, MAT will provide a refund of Training Fees when:

1. You withdraw from a qualification, unit/s of competency, or course in the circumstances outlined below; and
2. MAT cancels a qualification, unit/s of competency, or course and a suitable alternative can't be found for you.

A refund of Training Fees may be provided in the following circumstances:

Circumstance	Applicable Refund
Withdrawal from a qualification prior to the commencement date.	Full Training Fee refund A non-refundable registration and administration fee will be applied
Withdrawal from a qualification less than six (6) months after the commencement date.	A training fee refund will apply for non-issued units only A non-refundable registration and administration fee will be applied
Medical Administration Training Pty Ltd cancels a qualification or unit of competency	A full refund will be applied



MAKING A REFUND APPLICATION

Students wishing to make application for refund must do so by completing the MAT Refund application form [Click Here](#). Applications will be reviewed, and student will be advised of the outcome **within seven (7) working days**.

STUDENT REFUND DECISIONS

MAT will consider each application on a case-by-case basis at the entire discretion of the Medical Administration Training Pty Ltd RTO Director. Refunds may be considered on a pro-rata basis for participants who fall gravely ill, are injured to the extent that they can no longer undertake the course or experience other extenuating circumstances, providing a supporting medical certificate or other relevant supporting documentation is provided.

PAYMENT OF REFUNDS

Medical Administration Training Pty Ltd will pay the refund to the same person or client from whom the original payment was received on behalf of the student. Where payment was made by credit card, refunds can only be made back to the credit card used in the original transaction. All refund payments will be less any finance charges incurred by Medical Administration Training Pty Ltd. These charges include but are not limited to Paypal, Stripe and Ezidebit transaction fees and charges.

COMPLAINTS AND APPEALS

A student has the right to appeal against a decision not to grant a refund. They may do so by completing a [Complaints and Appeals form](#), attaching any related documentation as evidence and email their appeal to management@medtrain.com.au within 14 days of the decision date.

ROLES AND RESPONSIBILITIES

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.

RELATED DOCUMENTATION

Name and Link
Access and Equity Policy
Records Management Policy
Continuous Improvement Policy
Complaints and Appeals Policy
Student Handbook
Refund Application Form
Registration Form
Complaints and Appeals form
Refund Register