

Relevant Standard(s):

Standards for Registered Training Organisations (RTOs) 2015 Standard 2.1, 2.2 and 8.6.

Purpose

Mining Skills Australia adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, Mining Skills Australia will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

Policy Principles

Mining Skills Australia implements fair and reasonable refund practices and transparent and process for fee application and administration. Mining Skills Australia will ensure that:

- a) Prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
- b) Its fee and refund policy are prominent and accessible to its staff, prospective students, and existing students;
- c) It implements and maintains a process for fair and reasonable refund and fees paid; and
- d) It provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered.

Fee Administration and Refund Policy

Fee Information

Mining Skills Australia will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.

Mining Skills Australia will ensure that the fee and refund policy is accessible to its staff, prospective students, and existing students. The fee information will include but will not be limited to the following information:

- a) Breakdown of the course fee (if any).
- b) Fee and Refund policy.
- c) Incidental fees.
- d) Compulsory fees.
- e) Additional charges or co-contributions.

- f) Methods of fee collection.
- g) Process for recovery of outstanding student fees.

For any incidental fees that may be applicable, Mining Skills Australia will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than Mining Skills Australia.

Fee Administration

Mining Skills Australia will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund policy. We will retain accurate course fee payment, waiver, exemption, or refund record for each student.

Mining Skills Australia will require payment prior commencement of training as well as pre-payment plans for students and will apply standard student fees for Fee-for-Service (FFS) students.

Mining Skills Australia will allow participant course fees to be paid on behalf of the student by their employer or another third party (if applicable) and maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs 2015 and the NSW Fee Administration Policy.

Fee Payment Arrangements

Mining Skills Australia will affect financial practices to ensure the protection of fees paid in advance and exceeding the \$1500 for any student. Mining Skills Australia implements fee protection measures as prescribed under Schedule 6 of the Standards for RTOs.

Mining Skills Australia implements a fee payment plan and does not collect fees in advance exceeding \$1500 for any student and flexible payment arrangements / options will accommodate individual circumstances.

Fees must be paid in full before certification will be issued.

If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Mining Skills Australia reserves the right to suspend the clients learning or assessments (or both) until all fee payments are up to date.

Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Outstanding Student Fees

Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Mining Skills Australia will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.

Mining Skills Australia will charge a recommencement fee for any suspended training to cover administration cost and will not issue SOAs or Certificates if training fees are outstanding.

Mining Skills Australia will inform students of its process for the recovery of outstanding student fees prior to enrolment through the Fee Administration and Refund Policy.

Refund Policy Principles

Details of Mining Skills Australia Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).

Mining Skills Australia will make students aware of the refund policy prior enrolment.

All withdrawal of training, Mining Skills Australia will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.

Mining Skills Australia requires a written notification to apply for refund; this may be via letter, email or completion of the Refund Request Form and no refunds will be issued for cancellations outside of the Refund Period.

For refund applications within the Refund Period, the Refund Request Form must be received by Mining Skills Australia, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees will only be issued if all above criteria have been met and the student has no previous outstanding monies with the Mining Skills Australia.

Mining Skills Australia requires written notification of withdrawal from training; this may be via letter, email, or the completion of the Withdrawal from Training Form. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.

Mining Skills Australia will process refund requests within 1 week from the day of receipt. The reimbursement procedure may take up to 4 weeks. Mining Skills Australia will charge an Administration Fee of \$200 to cover administration costs.

All refunds will be paid to the person or organisation that originally paid the fees and Mining Skills Australia does not provide refund where:

- a) A client has commenced their course/unit;
- b) There are changes to work hours;
- c) Moving interstate;
- d) Student leaves before full course completion and does not complete qualification after assessment; and/or
- e) Recognition resources and services have been supplied to the client.

Mining Skills Australia may provide consideration for refund for students who have commenced training with the discretion of the Managing Director and does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

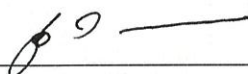
Mining Skills Australia provides a full refund to all clients, should there be a need for Mining Skills Australia to cancel a course. In the first instance Mining Skills Australia will (where possible) provide an opportunity for the client to attend another scheduled course. If Mining Skills Australia cancels a course, clients do not have to apply for a refund; Mining Skills Australia will process the refunds automatically.

Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

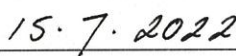
Monitoring and Improvement

The Mining Skills Australia Administration Coordinator is responsible for ensuring compliance with this policy. The Administration Team of Mining Skills Australia will process refund requests.

Mining Skills Australia's Managing Director and/or Administration Coordinator is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff, including those from the third-party providers are complying with the provisions of this policy.



Graeme Bradshaw
Managing Director
Mining Skills Australia



Date

Annexure A – Company Refunds Table

Refund Type	Description	Notification Requirements	Non-refundable Fee	Refund
Enrolment cancellation / withdrawal from training within the 'refund period'.	<ul style="list-style-type: none"> - For all individual units not commenced, and - For all individuals' units commenced. 	In writing within the refund period	\$200.00 administration and processing fee	<ul style="list-style-type: none"> - Full refund less the administration fee. - Future payments maybe cancelled for students under payment plans.
Withdrawal from course beyond the refund period 'withdrawal outside of the refund period'.	Withdrawal from training – for all individual units commenced / attended / completed from within the qualification / accredited course.	In writing, any day beyond the 'refund period'.	\$200.00 administration and processing fee	<ul style="list-style-type: none"> - No refund, or - In some cases, upon the discretion of Mining Skills Australia, the calculated refund less the administration and processing fee.
RPL / Credit Transfer	Where recognition of prior learning and / or credit transfer has been granted after enrolment.	N/A	\$200.00 administration and processing fee	No refund
Course Cancellation	Cancellation of a course by Mining Skills Australia (for any reason)	N/A	\$200.00 administration and processing fee	Full refund or enrolment to a different qualification.
Withdrawal 'not of their own accord'.	Where training ceased due to RTO closure.	N/A	\$200.00 administration and processing fee	Full refund or referral to a different service provider.

Version Control

DATE	SUMMARY OF MODIFICATIONS	MODIFIED BY	VERSION
18/10/2018	Policy creation	360RTO	1.0
02/02/2021	Policy placed into MSA format	K Percival	1.01
03/03/2021	Updated document name & footer formatting	Z Nash	1.02
01/07/2022	Inserted the top footer Version number	T Maris	1.03
05/07/2022	Updated formatting	Anne Thomas	1.04
07/07/2022	Removed blank Version Control cell, inserted company name, and updated grammar	A Earl	1.05
12/07/2022	Inserted date in footer	A Earl	1.06
15/07/2022	Added policy number under the heading	T Maris	1.07