



Policy number	6.08	Version	5.0
Drafted by	CEO	Approved by Board on	15/09/2021
Responsible person	CEO	Scheduled review date	15/09/2024
Policy Area	Operational		

Title: Refunding of Fees

Purpose: To describe clearly how Mountain District Learning Centre (MDLC) manages and administers the refunding of fees.

Policy

Nationally Recognised Courses

1. Course Cancellations

MDLC will refund all monies paid if a course is cancelled.

2. Course Withdrawal

Students who withdraw from classes prior to commencement will be issued with a refund on tuition fees paid. The resource and amenities fees will not be refunded.

Students who withdraw within four weeks of course commencement or who have an illness verified with a medical certificate will be eligible for a fee refund, calculated on a pro rata basis, of any tuition fees paid in advance less a \$150 administration fee. There is no refund on resource or amenities fees.

Refunds will be issued within 14 days of lodgement of the **Student Withdrawal form**.

After a course has progressed for more than four weeks from the course commencement date no refund will be issued.

Students who are asked to leave due to a breach of the student code of conduct will not be eligible for a refund.

3. Closure of the Registered Training Organisation (RTO)

MDLC will refund all monies paid if the RTO ceases to operate.

Pre-accredited & Leisure Courses

1. Course Cancellation

MDLC will provide a full refund of all fees for a course if that course is cancelled. Classes will be cancelled if minimum numbers are not met.

Page No:	1	Date:	20/03/2023
https://mdlc2.sharepoint.com/sites/Administration/Shared Documents/General/POLICIES AND PROCEDURES MASTER FOLDER/Policy & Procedures/6_OPERATIONAL/6.08 MDLC_Refunding of Fees_Version 5.0.docx			

2. Course withdrawal

Students who withdraw from a course will be issued a full refund only if the Centre is notified at least two weeks prior to the commencement of a course. In this case a \$25 refund fee will be deducted to cover administration costs. After this time no refund will be issued.

Refund process

Refunds will be issued in the same manner by which the payment was made excluding cash. Cheques will be issued if the refund requires posting.

Extenuating circumstances

Students with extenuating circumstances should apply in writing to the CEO for special consideration regarding the refunding of fees. The CEO's decision in such cases will be final with no further avenue for appeal.

Associated documents:

- 6.01 Student Selection and Enrolment
- 6.18 Student Fees and Charges
- Student Code of Conduct

Page No:	2	Date:	20/03/2023
https://mdlc2.sharepoint.com/sites/Administration/Shared Documents/General/POLICIES AND PROCEDURES MASTER FOLDER/Policy & Procedures/6_OPERATIONAL/6.08 MDLC_Refunding of Fees_Version 5.0.docx			