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Drafted by	CEO	Approved by Board on	19/03/2025
Responsible person	CEO	Scheduled review date	19/03/2028
Policy Area	Operational		

Title: Refunding of Fees

Policy

Mountain District Learning Centre (MDLC) refunds fees to eligible students in a timely manner.

Procedures

Nationally Recognised Courses

1. Course Cancellations

MDLC refunds all monies paid if a course is cancelled.

2. Course Withdrawal

Students who withdraw from classes prior to commencement are 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 are 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 are issued within 14 days of lodgement of the Student Withdrawal from.

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.

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2. Course withdrawal

Students who withdraw from a course are issued a full refund only if MDLC 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 refunds are issued.

Refund process

Refunds are issued in the same manner by which the payment was made excluding cash. Cheques can still be issued if the refund requires posting, until paper cheques become obsolete.

Extenuating circumstances

Students with extenuating circumstances should apply in writing to the CEO for special consideration regarding fee refunds. 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
- Student Withdrawal Form