

**Date of Implementation**

13<sup>th</sup> May 2024

**Date Reviewed**

June 2024

**Date Due for Review**

May 2025

## **Refund Policy and Procedure (Clause 5.3 & 7.3)**

### **Purpose**

MiHaven Training recognises that there are some instances where students are unable to complete their training for many reasons, with this in mind, 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 prepaid tuition fees 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 (See Legislation and other Legal Instruments).

### **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 by MiHaven Training. Please note, all refunds incur an administration fee of \$15.00.

### **General conditions for student refunds**

A student is eligible for a refund of tuition fees where MiHaven Training cancels a qualification or unit/s of competency before it or the student commences.

The following rules apply for the submission of student refund applications:

- Upon withdrawing from a course, students must submit a Refund Request Form (provided 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 or provider default, students are not required to submit a student refund application or pay an administration fee 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 fees incurred by the transaction and administration fee charged on all refunds. 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 28 days of approval in normal circumstances (except in cases of provider default, in which student refunds will be provided within 14 days of the cancellation of the qualification or unit/s of competency).

An Administration Fee will be applied for each student refund application, unless MiHaven Training has cancelled the qualification or unit/s of competency.

### **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. Any material fees and other charges that are considered to be supplied to and used by the student.

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

### **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. No monies will be refunded by MiHaven Training for any expenses the student has or may incur as a result of the reschedule.

### **Short course refund policy**

No refunds will be granted for any short courses, enrolment fees are non-refundable. All requests for refunds must be submitted by completing the Refund Request Form three (3) business days prior to the course date. A full 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. No monies will be refunded by MiHaven Training for any expenses the Student has or may incur as a result of the reschedule.

## Appeals

If a student is not satisfied with the decision made by MiHaven Training in relation to their refund application, a review of the decision can be requested.

The independent review shall be carried out by the MiHaven Training Decision Review Board (MiHaven Training Senior Management team). The Decision Review Board cannot include the person who made the previous decision. A written appeal is required to be submitted directly to MiHaven Training for escalation to the MiHaven Training Decision Review Board.

The following conditions must be met:

- The written appeal must be lodged within 28 days of receiving notice of the original decision, unless a longer period is allowed; and
- The written appeal must specify the reasons for making the request, with any supporting evidence attached in the same email.

MiHaven Training shall acknowledge receipt of any appeals in writing to the applicant.

Upon receiving a written appeal from a student, the MiHaven Training Decision Review Board shall:

- seek all relevant information from the person who made the original decision;
- review the case within 14 working days; and
- advise the person who made the original decision in writing with a clear rationale for the final decision.

The MiHaven Training Decision Review Board may:

- confirm the original decision;
- vary the original decision; or
- set the original decision aside and substitute a new decision.

