FEE ADMINISTRATION AND REFUND POLICY

PURPOSE

Mine Safety and Training adheres to compliance with legislative frameworks such as the 2025 Standards for Registered Training Organisations (RTOs). As such, Mine Safety and Training 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 according to Australia's consumer protection laws.

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

POLICY PRINCIPLES

Mine Safety and Training implements fair and reasonable refund practices and transparent process for fee application and administration. Mine Safety and Training will ensure that:

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

Fee Administration Policy Principles

Fee Information

1. Mine Safety and Training 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.

2. Mine Safety and Training 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:
    - breakdown of the course fee (if any)
    - fee and refund policy
    - incidental fees
    - compulsory fees
    - additional charges or co-contributions
    - methods of fee collection
    - process for recovery of outstanding student fees

3. For any incidental fees that may be applicable, Mine Safety and Training 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 Mine Safety and Training.

Fee Administration

1. Mine Safety and Training 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.
2. Mine Safety and Training will retain accurate course fee payment, waiver, exemption or refund record for each student.
3. Mine Safety and Training will require payment prior commencement of training as well as pre-payment plans for students.
4. Mine Safety and Training will apply standard student fees for Fee-for-Service (FFS) students.
5. Mine Safety and Training will allow participant course fees to be paid on behalf of the student by their employer.
6. Mine Safety and Training will maintain arrangements for the protection of any fees paid in advance.

Fee Payment Arrangements

1. Mine Safety and Training ensures that its financial practices promote the protection of fees (paid in advance and exceeding $1,500) made by any student. Mine Safety and Training will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of $1,500.
2. Tuition fees are broken into instalment payment plans to ensure students do not pre-pay fees over $1,500. Schedule of the payment plans are outlined in the student enrolment forms.
3. Fees must be paid in full before certification will be issued.
4. If payment instalment/arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Mine Safety and Training reserves the right to suspend the student's learning or assessments (or both) until all fee payments are up to date.
5. Flexible payment arrangements, such as instalment, credit card, and direct debit, and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Mine Safety and Training will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Mine Safety and Training will not issue SOAs or Certificates if training fees are outstanding.
3. Mine Safety and Training will inform students of its process for the recovery of outstanding student fees prior to enrolment through our Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of Mine Safety and Training's Refund Policy are publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Mine Safety and Training will make students aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, Mine Safety and Training will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests must be done in writing via the **Refund Request Form**. Mine Safety and Training will only acknowledge and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. For refund applications within the Refund Period, the Refund Request Form must be received by Mine Safety and Training 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 Mine Safety and Training.
7. Mine Safety and Training 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.
8. Mine Safety and Training will process refund requests within one week from the day of receipt. The reimbursement procedure for approved refunds may take up to four weeks.
9. All refunds will be paid to the person or organisation that originally paid the fees. Mine Safety and Training does not provide refund where:
    - a client has commenced their course/unit
    - there are changes to work hours
    - moving interstate
    - student leaves before full course completion and does not complete qualification after assessment
    - recognition resources and services have been supplied to the client.

10. Mine Safety and Training may provide consideration for refund for students who have commenced training with the discretion of the Peter Nicholls.

11. Mine Safety and Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.

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

13. 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 Peter Nicholls is responsible for ensuring compliance with this policy. Our Student Services will process refund requests.

The CEO 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.

Appendix: Refunds Table

1. Mine Safety and Training Refunds for enrolments are subject to the following refund formula.
2. Refund Period – **seven calendar days** of the enrolment application date

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Client withdraws	- For all individual units NOT commenced and - For all individual units commenced	- In writing, within the refund period	25% of the full course fee payable (non-discounted) or a minimum of **$100** (whichever is greater) administration and processing fee- upon the discretion of the RTO	- Full refund less the administration and processing fee - Future payments maybe cancelled for students under payment plans
Client Withdrawal from Course beyond the refund period / "Withdrawal outside the refund period"	Withdrawal from Training - for all individual units not commenced/ commenced / attended / completed from within the course	- In writing, any day beyond the "7 day refund period"	50% of the full course fee payable (non-discounted)	- No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Client withdrawn from the course due to illness or bereavement.	If you are rescheduling due to illness, notification and a medical certificate must be received on the day of the course and there will be a $50 payable to reschedule.	Before 7am on the day of the course.	50% of the full course fee payable (non-discounted)	- 50% refund or - In some cases, upon the discretion of the RTO, 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	N/A	No refund
Client withdrawn from the course by MST	After course commencement, due to inappropriate behaviour	N/A	N/A	No refund
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	Full refund **or** enrolment to a different qualification
Withdrawal – not of their own accord	Where training ceased due to RTO closure	N/A	N/A	Full refund or referral to a different service provider

Alignment to the 2025 Standards for RTOs

COMPONENTS OF THE 2025 STANDARDS FOR RTOs		
Outcome Standards (legislation)		
Quality Area	**Standard (Outcome Standard)**	**Performance Indicator/s**
VET student support	2.1(1)	(2)(a)(iii)(iv)(d)(ii)(e)
Compliance Standards and Fit and Proper Person Requirements		
Requirement		**Area**
Accountability		18 - Prepaid fee protection measures

Version Control

Version	Date Effective	Approved by	Amendment	Date of next scheduled review
1.0	1/10/2024	MD	Initial policy and procedure	1/10/2024
1.1	8/04/2025	PN	Alignment to 2025 Standards	8/04/2028
1.2	2/09/2026	PN	Minor update, business address	8/04/2028