

REFUND POLICY

Date of Implementation

14 May 2014

Date Reviewed

October 2017

Date Due for Review

October 2018

POLICY AND ITS APPLICATION

The policy is intended to advise students of their rights and obligations in regards 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.

GENERAL CONDITIONS FOR STUDENT REFUNDS

1. A student is eligible for a refund of tuition fees where MiHaven cancels a qualification or unit/s of competency before it or the student commences.
2. The following rules apply for the submission of student refund applications:
 - a) Upon withdrawing from a course, students must submit a refund application using the required form (provided at the end of this policy document), and provide any documentary evidence requested by MiHaven Training within specified timeframes; and
 - b) 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, however; student bank details will be required by MiHaven Training to process the refund.

3. Refunds will be processed in Australian Dollars, unless agreed by MiHaven Training.
4. 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.
5. Student refund rules are applicable to students and third parties responsible for the payment of student fees.
6. 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).
7. An Administration Fee of \$15 will be applied for each student refund application, unless MiHaven Training has cancelled the qualification or unit/s of competency.

SPECIFIED TIMEFRAMES AROUND REFUNDS

1. If withdrawing from a program more than 14 days prior to class commencement, 50% tuition fees will be refunded net of a \$15 administration fee.

SPECIAL CIRCUMSTANCES

1. In cases where students withdraw from training outside of the specified timeframes, MiHaven Training will not provide a student refund. However, MiHaven Training has discretion to consider a student refund outside of the specified timeframes in cases of special circumstances.
2. To apply for special consideration, a student must make a written application to MiHaven Training and attach evidence to support the special circumstances that have occurred.
3. In cases of special circumstances, MiHaven Training are to determine the refund amount, with consideration of the circumstances of the withdrawal. Fees for completed units of competency will not be refunded. A proportion of fees for non-commenced or non-completed units of competency may be refunded at the discretion of MiHaven Training.
4. An Administration Fee of \$15 will apply to refunds processed under special circumstances.

EXCEPTIONS TO REFUNDS

1. Students who have their enrolment cancelled by MiHaven Training as a result of academic or behavioural misconduct under the MiHaven Training Disciplinary Procedures and Code of Conduct are not eligible for a refund of tuition fees for any training that has commenced.
2. Students who hold a current visa that is cancelled during their study period.
3. The student submits falsified evidence of their eligibility to the course
4. 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.
5. 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.

6. 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.
7. Material fees and other charges that are considered to be supplied to, and used by the student.

APPEALS

1. 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.
2. The independent review shall be carried out by the MiHaven Training Decision Review Board. The Decision Review Board cannot include the person who made the previous decision. A written appeal will need to be submitted directly to MiHaven Training for escalation to the MiHaven Training Decision Review Board. The following conditions must be met:
 - a) The written appeal must be lodged within 28 days of receiving notice of the original decision, unless a longer period is allowed; and
 - b) The written appeal must specify the reasons for making the request, with any supporting evidence attached in the same email.
3. MiHaven Training shall acknowledge receipt of any appeals in writing to the applicant.
4. Upon receiving a written appeal from a student, the MiHaven Training Decision Review Board shall:
 - a) seek all relevant information from the person who made the original decision
 - b) review the case within 14 working days; and
 - c) advise the person who made the original decision in writing with a clear rationale for the final decision.
5. The MiHaven Training Decision Review Board may:
 - a) confirm the original decision;
 - b) vary the original decision; or
 - c) set the original decision aside and substitute a new decision.

RELATED POLICIES

Complaints and Appeals Policy

Disciplinary Procedures and Code of Conduct (located in Student Handbook)

AUTHORISATION

DIRECTOR

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(Date)

AUTHORISATION

DIRECTOR

.....

(Date)

REFUND REQUEST FORM

Client Name			
Signature		Date	
Postal Address			
Suburb		Postcode	
Course Code			
Reason for request			
Amount to be refunded	\$		
Original Receipt #		Date of Receipt	

Office Use Only

Type of initial payment	<input type="checkbox"/> Cheque / Bank Draft <input type="checkbox"/> Credit Card reimbursement <input type="checkbox"/> Debit Card reimbursement <input type="checkbox"/> Bank Transfer	Date of initial payment
Date refund issued		
Refund entered into Accounts System	Yes / No	Date
Approved by accounts – Signature		