



Compliance and Administration: Refund Policy 5-1006

Overview: Government Subsidised and Fee for Service Courses

1. Full refund:

1.1 New Student: Migrant Resource Centre North West Region (MRCNWR) will refund all course money if a student withdraws from the course 7 days before a course commences.

1.2 In the event of a default: MRCNWR will refund all the course money for that part of the course that has not yet been delivered within a period of fourteen (14) days after the default day if; 1.2.1 the course does not start on the agreed day on the confirmation of enrolment; or

1.2.1 The course ceases to be provided to the student at the location at any time after it starts and before its completion; or

1.2.2 The course is not provided in full because a condition has been imposed on the registration of MRCNWR and the student has not withdrawn before the occurrence of any one of the events stated above; or

1.2.3 The student may be offered an alternative course at MRCNWR at no extra cost. We will ask the student to sign a document to confirm his/her acceptance of the placement in another course.

2. Partial Refund: (Fee for Service courses only)

Please Note: Partial refund is not paid for Government subsidized courses.

MRCNWR will refund the balance of paid tuition fees for training not yet delivered to a student or intending student within four (4) weeks of receipt of a written claim in relation to a course if;

2.1. If a student withdraws from a course after a course commences because of exceptional and extenuating circumstances of a compassionate nature such as death or severe illness in the immediate family.

3. Non Refund: (subsidized courses)

MRCNWR will not refund course money if;

3.1. A student withdraws from the course after the commencement of course.

3.2. A student obtained an offer to a course on the basis of fraudulent documents, MRCNWR reserves the right to retain the Tuition Fee paid on the commencement.

4. The process for claiming a Refund:

All requests for refunds must be made in writing.

4.1 Students must complete the 'Application for Refund' form, which can be requested at MRCNWR Administration.

- Students must make a claim for a refund in writing to;

The Executive Officer

MRCNWR

- The claim must identify the reason for the refund and must include supporting documentation according to the circumstances such as; Proof of exceptional and extenuating circumstances affecting a close family member.

A completed and approved MRCNWR withdrawal form, is available at MRCNWR RTO Reception.

4.2 MRCNWR will process refunds within four (4) weeks of receiving a written claim from a student.

- The date of notification of the request for a refund is from the date the request for a refund is received at MRCNWR.



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4.3 We pay all refunds by either bank draft or electronic funds transfer in Australian dollars to the student's bank account within Australia.

4.4 MRCNWR will not make any split payments to two or more parties.

5. Appeals Process

5.1 A student who is refused a refund under MRCNWR Refund Policy may appeal within seven (7) days in writing to the MRCNWR Executive Officer—whose decision will be final.

5.2 MRCNWR's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

6. Legal Services

This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Student Administration, MRCNWR. Registered Provider No. (RTO) 22596.

6.1 Free legal advice and referral services are available from a number of national and state organisations, including the Victorian Legal Aid

www.legalaid.vic.gov.au

Phone: 1300 792 387

6.2 Consumer Protection

www.consumerlaw.gov.au

Document Control

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30/09/2019	V1.2	Minor Amendments