

Refund Policy / Procedure

Policy

This policy/procedure provides all staff and clients information on the refund arrangements that are in place within Master Grocers Australia/MGA Industry Training.

The following procedures ensure all clients are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Master Grocers Australia/MGA Industry Training and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Participant Information Handbook
- The RTO's website
- The Enrolment Form which is completed and signed prior to acceptance into a course of study with Master Grocers Australia/MGA Industry Training

Procedure

2.1 Refund applications

- Any participant wishing to apply for a refund must complete a 'Refund Application Form' and submit this form to the Training Department.
- The application form can be accessed by:
 - Contacting the Training Department
 - Accessing the RTO's website
- All 'refund applications' are to be assessed by the RTO Manager and applications processed within fourteen (14) days of the application being placed. Where a participant is entitled to a refund the RTO Manager is required to process the refund payment as required.
- Payment of a refund application cancels a participant's enrolment.

Please note: Where the participant breaches the Master Grocers Australia/MGA Industry Training Policies and Procedures no refund is payable.

2.2 Refunds due to non-delivery of course by RTO

Tuition fees are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, Master Grocers Australia/MGA Industry Training may arrange for another course, or part of a course, to be provided to participants at no (extra) cost to the participant as an alternative to refunding course money. Where the participant agrees to this arrangement, Master Grocers Australia will not be liable to refund the money owed for the original enrolment.

Note: Enrolment into a course is accepted on the basis that MGA will not be held liable for costs incurred due to course cancellation or rescheduling. MGA will use all endeavours to give as early advice as possible of any course changes.

Outline of Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Full refund or alternative placement in a course

2.3 Refunds based upon participant application

Applications for refunds are to be processed by the Master Grocers Australia within 14 days from the date of application.

Where a participant is unable to complete their course, they may be eligible for a refund of tuition fees. A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to participants prior to confirming enrolment.

Master Grocers Australia/MGA Industry Training refund arrangements are as follows:

Outline of Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Full refund or alternative placement in a course
Withdrawal from course within 7 days of enrolment	Online course: Full refund OR Participant will have the option to transfer to another online course of equal value

* Participants may have extenuating circumstances that prevent them from attending scheduled course dates (face to face) that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the participant's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case by case situation.

2.4 Appealing Refund decisions

- All clients have the right to appeal a refund decision made by Master Grocers Australia/MGA Industry Training by accessing the Complaints and Appeals Policy and Procedure.
- Clients wishing to submit an appeal of the refund decision should refer to the Complaints and Appeals Policy and Procedure.
- This policy and the availability of complaints and appeals processes does not remove the client's right to act under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

2.5 Further information

- If fees have been paid by a third party, then refunds will be payable to that third party.
- Any information that the client provides Master Grocers Australia/MGA Industry Training or that Master Grocers Australia collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies.
- If the participant has exceeded 3/6 *months on their nominated course and not completed or started the course- they are not eligible for a refund. Please refer to the Enrolment Policy for withdrawal of participants from the course
- *depending on which short course they have enrolled into. Course validity is stated in the course guide and on webpages