**Student Fee and Refund Policy including VET FEE-HELP**

**Students**

**Statement**

The intention of this policy is to ensure your monies are handled fairly, transparently and consistently. This policy assists you and our staff to clearly understand our respective obligations, rights and options around the payment of course fees.

**General Fee and Charges**

We will inform you in writing of fees prior to commencement of studies. To ensure a place in a course, fees must be paid either in full or (if approved) by instalments as indicated in your agreement. A deposit may be required prior to commencement of the course to secure a place. Payment may be made by cheque, money order, credit card or direct debit. Non – apprenticeship/traineeship program has a cooling off period before census date.

We maintain a financial agreement only with you and not with any third party paying fees on your behalf (except where tuition is being provided under a government funded program such as a Traineeship or an agreed employer contribution).

- $10 + GST for reprinting RSA certificate
- $30 + GST for reprinting VET Certificate or Statement

(You need to contact Mint Training immediately if you have not received your certificates/statements. The above fee will be charged if you request a copy of your certificate/statement after ONE year of completing the course)

**Concession/Fee Waivers/Fee Exemptions**

Concession is available to student for funded training program in some State’s. The concession fee is different in each State. You must apply for concession at enrolment. Mint Training will assess your eligibility and grant fee concession to eligible student in accordance with the requirements set out in the State Government Fee Guidelines/Policy. To be granted a fee concession, you must provide a valid healthcare card or a formal letter from Centrelink to show a healthcare card has been approved.

Fee Waivers/Fee Exemptions may apply in some state’s. A referral form from relevant initiative/centre/Initiative/referring agency must be provided upon enrolment. A referred Job Seeker must provide a standard Job Seeker Referral Form. In these instances, Mint Training must invoice the referring agency directly for the portion of the tuition fee not covered by the referred job Seeker.
Withdrawal from a course or VET unit of study

If you wish to withdraw from the course or VET unit of study, you must do so in writing and adhere to the relevant procedure when withdrawing from a VET unit of study or course.

Withdrawal for the purpose of this policy could be due to any of the following:
- Course abandonment
- Initiated by us OR
- Initiated by you.

Enrolment Abandonment

You will be considered to have abandoned your enrolment if you fail to attend 4 consecutive scheduled sessions without giving prior written notification to us. Where enrolment abandonment is deemed to have occurred, your enrolment will be cancelled, and written notice sent to your address on file.

Refunds

Students – without VET FEE-HELP

In the event you withdraw from a VET unit of study, on or before the commencement date for that unit of study, 100% of tuition fees paid for that unit will be refunded to you.

In the event that you withdraw from a VET unit of study after commencing for that unit of study no refund is applicable.

In the case of enrolment abandonment no refund will apply and you will be required to pay any outstanding fees for your enrolment.

Refund requests must be submitted in writing to Mint Training head office. Approved refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies. An administration fee of $50 will apply to all refund.

If you are enrolled in apprenticeship/traineeship program, state specific refund policy will also apply.
Paying by Instalments
In the case of withdrawal after the census date you will be required to pay any remaining monies for the unit of study you are enrolled in by an agreed date.

In cases where the instalment agreement is broken (ie fees are not paid by the due date) the following will occur:

- Reminder notices will be forwarded, requesting immediate payment of overdue fees.
- If a satisfactory response is not forthcoming, debt recovery action may be taken in order to recover the fees. Any debt collection costs will be the student’s responsibility.
- No documentary or verbal evidence of enrolment or results will be given.
- You will not be accepted into any other course/unit of study with us whilst fees remain outstanding.
- Your enrolment may be suspended or cancelled at the discretion of the General Manager.

If you withdraw after the census date for a VET unit of study you may apply for special consideration in line with the Grievance Policy.

Students – With VET FEE-HELP

This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET FEE-HELP enabled course offered by us.

In the event you withdraw from a VET unit of study on or before the census date for that unit of study you will not incur a VET FEE-HELP debt.

In the event you withdraw from a VET unit of study after census date for that unit of study no refund you will incur a VET FEE-HELP debt.

Mint Training will be sending you a Commonwealth Assistance Notice with your loan amount and census date for each unit of study.

Special Circumstances (for VET FEE-HELP students)
If you withdraw after the census date for a VET unit of study you may apply for special consideration in line with the Student Review Procedures for Re-crediting a VET FEE-HELP Balance.

Publication
This policy is contained in the Student Handbook and will also be available to you upon request.