

Fee and Refund Policy

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 the student in writing of fees prior to commencement of studies. All fee and charges are available on Mint Training's website as well.

To ensure a place in a course, fees must be paid either in full or (if approved) by instalments. The instalment plan is created more appropriately to match the particular training program at the discretion of the Financial Officer/RTO Manager. A deposit may be required prior to commencement of the course to secure a place. Mint Training will not charge more than \$1000 prior to the commencement of the course.

Payment may be made by cheque, money order, credit card or direct debit.

Mint Training will honour its advertised fees, except where fees are altered and disclosed in documentation supplied prior to enrolment.

Where applicable, we maintain a financial agreement only with student and not with any third party paying fees on behalf of student (except where tuition is being provided under a government subsidised program such as a Traineeship or an agreed employer contribution).

Mint Training may charge \$30 for reprinting and issuing of VET Certificate or Statement of Attainment. (Student needs to contact Mint Training immediately if they have not received their certificate / statements. The above fee will be charged if student requests a copy of their certificate/statement after ONE year of completion/withdrawal from their course of study)

Concession/Fee Waivers/Fee Exemptions

Concession fee is only available to student applying to enrol into a funded/subsidised training program. The concession fee may be different in each State. Student must apply for concession fee at the time of enrolment. Mint Training will assess student's eligibility and grant fee concession to eligible student in accordance with the requirements set out in the State Government's Fee Guidelines/Policy. To be granted a concession fee, student must provide a valid identification document such as Healthcare card, Pensioner card or a formal letter from Centrelink to show that they are eligible for concession fee.

Fee Waivers/Fee Exemptions may apply in some states. A referral form from approved 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 Unit of Competency

If a student wishes to withdraw from the course or a Unit of Competency, they must do so in writing and adhere to the relevant procedure when applying for withdrawal.

Withdrawal for the purpose of this policy could be due to any of the following:

- Course abandonment
- Initiated by Mint Training OR
- Initiated by student.

Enrolment Abandonment

Student will be considered to have abandoned their enrolment if they fail to attend 4 consecutive scheduled sessions without giving prior written notification. Where enrolment abandonment is deemed to have occurred, the enrolment will be suspended and written notice will be sent to student's postal address and/or email on file.

Refunds

General refund

Students are advised that written advice of withdrawal is necessary to ensure that they are eligible for refunds.

If the training is cancelled by Mint Training, a full refund of fees will be provided.

In the event where student withdraws from a unit of competency, **on or before the commencement date**, 100% of tuition fees paid for that unit will be refunded.

In the event that student withdraws from a unit of competency **after commencement** for that unit, no refund is applicable.

In the case of enrolment abandonment, no refund will apply and student may also be required to pay any outstanding fees for their enrolment.

A refund of materials fees is applicable only when all materials are returned in an unused and undamaged condition.

In case of no notification of withdrawal received from the student, the date of last engagement or last correspondence sent to student is considered as a Withdrawal date.

Refund requests must be submitted in writing to Mint Training's head office. Approved refunds will be paid within 28 days of receiving the withdrawal notice to the nominated bank account or by cheque. An administration fee of \$50 will apply to all refunds (except where training is cancelled by Mint Training).

If a student is enrolled in apprenticeship/traineeship program, state specific refund policy will also apply (*see Western Australia Refund policy below*).

Paying by Instalments

In the case of withdrawal after the commencement of the unit of competency student will be required to pay any remaining monies for that unit by an agreed date.

In cases where the instalment agreement is broken (i.e. fees are not paid by the due date) the following may occur:

- Reminder notices may 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 student's responsibility.

- No documentary or verbal evidence of enrolment or results will be given.
- Student will not be accepted into any other course/unit of study with us whilst fees remain outstanding.
- The enrolment may be suspended or cancelled at the discretion of the RTO Manager.

Western Australia Refund Policy

Mint Training has in place a fair and equitable refund policy. Refunds for the enrolment fee will be made in line with the Western Australia fees and charges policy.

Students are advised that written advice of withdrawal is necessary to ensure that they are eligible for refunds.

Full Refunds

Students who withdraw are entitled to a full refund of the fees and charges where:

- A course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached;

Part Refunds

Students who withdraw for reasons other than those outlined above and notified Mint Training (*and Mint Group Staffing – where applicable for Mint Group Staffing employees*) before 20% of delivery has been concluded will be eligible for a Full refund of unit fee. An administration fee of \$50 will be charged and deducted from refund.

Pro Rata Refunds

A pro rata refund of fees and charges will be approved at any time during the course of deliver if students withdraw for reasons of personal circumstances beyond their control, otherwise no refund will be approved after 20% of delivery has been concluded. For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of Mint Training Management.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

An administration fee of \$50 will be charged and deducted from refund.

If an outstanding amount is still owing to Mint Training when the participant withdraws, Mint will deduct the amount owing from the last pay.

Other Fees

- Re-marking of an assessment (unless written request is made within 4 weeks of the publication of results) - \$25
- Replacement / Re-issue of Certificate / Statement of Attainment - \$30

(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 (1) year of completing the course)