Fees and Refunds

Policy

MHCC administers and maintains accurate financial records, uses funds and resources as allocated by funding providers and adheres to all legal requirements. MHCC achieves this by:

- protecting fees paid in advance to meet RTO compliance requirements
- having a fair and reasonable refund policy
- having its accounts certified annually by a qualified accountant to Australian Accounting Standards

Public Course/Qualification Invoicing and Fee Protection

Participants pay the qualification fee as set out by the current Fee Schedule. Beyond qualification fees, there are no additional costs for participants if they successfully complete all requirements within the set timeframes. Each participant is invoiced for full course/qualification fees prior to the commencement of the course/qualification. Where course fees are less than $1000, the participant is required to pay the fees in full before the commencement of the course.

Where course/qualification fees are more than $1000, the participant is required to pay $1000 before the start date, the balance up to $500 within 3 days after commencement and any remaining fees by the midway point. This system ensures participants' fees are protected and complies with the *Standards for NVR Registered Training Organisations (RTOs) 2025* requirements.

In the event that MHCC LD is unable to deliver a course in full, participants are offered a full refund of all the course fees paid to date. The refund is paid to the participant within 2 weeks from when MHCC LD ceases to offer the course.

Organisations are either provided quotes or negotiate pricing as part of their MOU and are billed soon after the training is delivered or as negotiated.

Course Cancellations

MHCC training events proceed only if sufficient numbers are enrolled to make the course financially viable or if the course is a priority to run. MHCC makes every attempt to ensure courses run.

MHCC reserves the right to alter any arrangements, including course cancellations if required and notifies participants of changes as soon as possible, usually no later than 7 days prior to the course date. MHCC will refund fees where a qualification has not commenced but is not responsible for travel-related costs that may be incurred as a result of cancellations. MHCC pays reasonable costs associated with cancellations such as venue and contractor costs when cancellation is short notice. Where a qualification is terminated or MHCC is not able to provide the full service offered, MHCC will repay the relevant fees associated with the services not provided.

Participant Fees and Payments

The Participant Fee Schedule is kept up to date and available on the MHCC website.

Short Course Refunds to Participants

Once registrations are processed, refunds can only be made when:

- a course is cancelled, or the course date is changed by MHCC
- a written request is received 14 days prior to the course
- a medical certificate is provided in the event of illness or misadventure

All refunds incur an administration fee, except where a course has been cancelled by MHCC.

Full or partial non-attendance of registered participants incur the full registration fee.

All fee-paying participants are given the opportunity to transfer to another course date on one (1) occasion. MHCC must be notified in writing 7 days prior to the course if a transfer is required.

Substitutions must be advised in writing 5 days prior to the course.

Qualification Refunds to Participants

Depending on the circumstances, refunds (less a 25% administration charge) may be available for the month after commencement of the qualification, unless attached to funding, where it becomes up to 2 weeks after enrolment. All withdrawals must be in writing. After that point payments for training and assessment will only be refunded in exceptional circumstances. Participants in exceptional circumstances can make application for special consideration to the LD Manager.

Overdue invoices

A monthly outstanding Accounts report is sent to the LD Manager for qualifications and short courses, within 7 to 10 days of the end of the month. The LD Manager follows up overdue accounts. In the event that invoices are more than 60 days overdue, the Finance Officer sends a second reminder invoice. In the event that an invoice is more than 90 days overdue the Finance Officer contacts the organisation/individual to remind them the invoice is overdue. In the event that an invoice is more than 120 days overdue, a final invoice reminder is sent noting that a debt recovery service may be utilised.

Review of Training Fees

The Training Fees are reviewed annually and released early July.

Funding Related Places

MHCC ensures that the Learner Handbook explains to participants that they should check the full details of the funding opportunity before applying. Accessing certain types of funding can mean that participants may not be entitled to receive government funding for future training.

Compliance Related Areas

Standards for NVR Registered Training Organisations (RTOs) 2025
Financial viability risk-assessment requirements
C5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

a) all relevant fee information including:

i) fees that must be paid to the RTO; and
ii) payment terms and conditions including deposits and refunds;

b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;

c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
i) arrangement is terminated early; or
ii) the RTO fails to provide the agreed services

C7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of $1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6

Procedure

When a complaint or appeal against a decision is made to **any staff**, they pass it on to the **Student Support Team** or **LD Manager** as soon as is practicable. They are required to keep the complaint or appeal confidential and only discuss the situation with relevant staff.

When a complaint or appeal is received, the **Student Support Team** or **LD Manager**:

- deals with the matter in a timely manner and as quickly as is practicable
- informs the LD Manager (if the Student Support Team)
- investigates the complaint or appeal by:
  - first discussing the situation and the desired outcome with the complainant/appellant
  - getting the perspective of the other party/ies
  - attempting to resolve the situation locally where relevant
  - investigating the situation, if not resolved, including interviewing relevant parties
  - keeping relevant parties informed to the end of the investigation
  - documenting the complaint or appeal and associated communication using the Complaints Register and Complaints Form in the RTO Compliance Folder
  - where the situation is not able to be resolved, the situation is escalated to the CEO
  - Where a compliant takes more than 60 days to finalise, the complainant or appellant is informed in writing including the reasons for the timeframe and they are updated regularly till all is finalised
  - Where a complaint or appeal outcome is not accepted by the complainant or appellant, the matter is escalated to the CEO

Where a complaint is serious and puts people at risk, **Student Support Team** or **LD Manager** informs the CEO and relevant legal authorities immediately.

Where a CEO escalated complaint or appeal outcome is not accepted by the complainant or appellant, they are provided external avenues to pursue their complaint or appeal.

Where a complaint/appeal has continuous improvement recommendations, the **Student Support Team** or **LD Manager** forwards these in a de-identified format to the **Compliance Officer** and these are added to the Continuous Improvement register unless urgent. If urgent, they are dealt with immediately and then the CI register entry is entered and closed once completed.

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