

POL016 – SHORT COURSE CANCELLATION AND TRANSFER POLICY

This policy applies to both Southern Training Organisation RTO#91378 and MBA Group Training Limited RTO#88163

This policy outlines the approach of, and method adopted by, the RTO regarding the cancellation of their enrolment into a training product with the RTO. The policy ensures learners are properly informed prior to the commencement of training and assessment as required by standards 3, 4 and 5 of the Standards for Registered Training Organisations (RTO's) 2015. This policy applies to all training and assessment activities provided by the RTO.

CANCELLATION

This policy is to ensure that the clients who enroll into a short course are aware of the requirements and obligations for cancelling enrolments.

Clients who enroll into any short course trained or facilitated by the RTO are required to provide a minimum of **two business days'** written notice if they wish to cancel their enrolment.

Written notification is to be sent via email to training@mba.org.au.

Failure to attend short course training without written notice within **two business days** will result in the full course fee being charged*.

TRANSFERRING AN ENROLMENT

This policy is to ensure that clients are aware of their obligations if they wish to transfer their enrolment to a different training date. Clients who wish to transfer their enrolment to a different training date must provide **two business days'** written notice*.

A client may only transfer their enrolment to a different training date twice, after two transfers if the client cannot attend, the full fees will be forfeited.

If clients wish to transfer monies paid for a training course to a new client, they must provide written notice within two business days of the training date*.

Students who are transferred must complete a new enrollment form where monies are being transferred from another student. Otherwise, the transfer cannot be actioned.

Clients who transfer their enrolment and fail to attend without written notice within **two business days** will result in the full course fee being charged*.

Written notification is to be sent via email to training@mba.org.au.

Exceptions may apply. They will be assessed on a case-by-case basis and a decision will be made by the Short Course Training Manager

DOCUMENT INFO

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, Standard 2, Standard 4, Standard 5

Version History: 1.1 May 2023

Document last edited by: Eilysh Scowcroft, Business Support Manager

Responsibility: Short Course Training Manager



Karen Shaw

Short Course Training Manager