

POL016 – 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 or transfer of an 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 4 and 5 of the Standards for Registered Training Organisations (RTOs) 2015. This policy applies to all training and assessment activities provided by the RTO.

SHORT COURSE ENROLMENTS

CANCELLING AN ENROLMENT

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

- Clients who enrol 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.
- To be eligible for a refund of any course fee that has been paid, written notice of the cancellation must be received by the RTO within **two business days** of course commencement.
- Failure to attend short course training without written notice within two business days will result in the full course fee being charged*. Refer to POL006 Enrolment Policy and POL005 Fees Charges and Refunds Policy.

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 enrolment 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*. Refer to POL006 Enrolment Policy and POL005 Fees Charges and Refunds Policy.
- 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 Commercial Training Manager

QUALIFICATION ENROLMENTS

Clients who are enrolled into a qualification must provide written notice if they wish to cancel their training with the RTO. For apprenticeship/traineeship enrolments, a refund will only be provided to the learner/payee in the event of cancellation or change of employer. Where the apprentice/trainee leaves an employer part way through the training, a partial refund (or credit to be applied for a future learner) will be provided to the payee. The refund amount will be determined by the quantity of training blocks completed in that stage. For example, where a learner has commenced 4/6 training blocks, a third of the stage fees paid will be refunded.

For clients enrolled under a Training Initiative Funding Agreement (Australian Apprenticeship/Traineeship), written confirmation of the cancellation must be provided by both the Employer and Apprentice/Trainee, except for where the training contract is cancelled within the probationary period.

- Written notification is to be sent via email to reception@mba.org.au
- Any pre-paid fees associated with the course will be refunded or credited as outlined in POL005 Fees Charges and Refunds Policy.

DOCUMENT INFO

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 – Standard 4 and Standard 5

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Document last edited by: Claudia Copland – RTO Compliance and Administration Officer

Responsibility: Commercial Training Manager



Karen Shaw

Commercial Training Manager