
FEES AND REFUND POLICY

PURPOSE

MEGT Education & Training (RTO) is committed to providing quality training and assessment products and services in accordance with the *Standards for NVR Registered Training Organisations (RTOs) 2025*. This Policy ensures that MEGT Education & Training provides a clear outline for the protection of student fees which have been paid and received, including the guidelines for the refund of fees. It is the responsibility of MEGT Education & Training that all students are fully informed of all costs associated with training, including fees, charges, cancellations and refunds, prior to enrolment.

FEES POLICY

MEGT Education & Training will ensure all prospective and current students are advised and have full information on fees and charges prior to enrolment, applicable to their program, to ensure they have all the details to make an informed decision on their chosen course or program.

The details of the program fees and structures are included in the Course Outline and pre-enrolment documentation available through either our website and/or electronic enquiry (e.g., Email). The fee structure will be detailed by the qualification, unit of competency and/or program, and will include all applicable fees, payment arrangements and payment terms. Fees and charges can be subject to change. Before commencing their course/studies, all students will be provided with a **Statement of Fees** outlining the amount and when each set of fees will be due. A number of factors will determine how much a course will cost such as:

- Training program type
- Course duration
- Study Mode and load
- Credits that may be applied through credit transfer process
- Eligibility for subsidies or concessions (where applicable)

Fee payment (excluding enrolment or application fees applicable) will commence once the student has attended their first unit of competency, acknowledging the student will be progressing with the qualification with the view of completing it. Invoices will be issued by the Accounts Department via email and are payable within the terms outlined on the invoice.

Fees and charges application for the student's qualification must be paid on the due date. For accredited training and/or assessment, no more than \$250.00 (enrolment application fee) will be payable by the student prior to the commencement of the course.

Fee Protection

To ensure prepaid fee protection measures, MEGT Education & Training does not collect fees from students exceeding \$1500 in any single transaction.

For all programs that exceed \$1500, a payment plan will be arranged, and students will be invoiced incrementally until completion.

REFUND POLICY

MEGT Education & Training has a fair and equitable **Fees and Refund Policy** in place containing guidelines guaranteeing the refund of fees to course participants under reasonable circumstances. Management of MEGT Education & Training guarantees sound financial position and safeguards participant/student fees until used for training and assessment.

Refunds will only be given in extenuating circumstances and will be assessed on a case-by-case basis. Eventuating circumstances may include medical, family or financial issues. Refunds and course cancellations remain at the discretion of the RTO Manager and/or CEO and evidence may be requested to verify reason for cancellation.

REFUND PROCEDURE

Whilst every effort is made to ensure that courses run as scheduled, MEGT Education & Training reserves the right to re-schedule or cancel courses if required. If the student wishes to cancel their course, Cancellation Request must be submitted in writing. Pending course and funding type, refunds are subject to the type of course, and course fees and charges requirements.

Students who withdraw from a course of study prior to the commencement date are entitled to a refund.

Cancellations must be made in writing, and the following may apply:

- Training fee credits will be given for future courses for students who are booked but are unable to attend first day of the course/study for reasons of health or other unavoidable extenuating circumstances
- You may substitute another student/participant at any time prior to the course commencement date should the nominated person be unable to attend. Notification of such changes must be requested in writing three (3) days prior to course commencement.
- MEGT Education & Training reserves the right to cancel or postpone a course to an alternative date. All registered students/participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the student/participant can provide a medical certificate or show extreme personal hardship. In this case, transfer to another date may be possible at the discretion of MEGT Education & Training management.
- MEGT Education & Training cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.
- Should the student breach any published terms and conditions, refunds may be withheld.
- Where a student has enrolled into a course and attended and/or commenced and not progressed, the student's progress will be monitored for three (3) months. The student will be sent three (3) reminders during this period of time and if at the end of the three (3) months, the course has not been completed, the student's enrolment will be withdrawn. Any fees paid for this course will not be refunded unless the student can provide a medical certificate or show extreme personal hardship.

REQUESTING A REFUND

Refunds must be requested in writing by the student and must be lodged with the MEGT Education & Training Administration team. If applicable, refunds are processed within 30 days from the date that the written request was submitted by the student.

Refunds can only be issued directly to the payee and/or student in question, except for students under the age of 18, in which case refunds must be paid to parent/guardian unless written consent is provided by the parent/guardian directing otherwise.

REVIEW OF REFUND DECISION

Where a refund is not provided to the student, that decision may be subject to review. If the student is not satisfied with the decision made, the student may apply for a review of the decision.

The application for review must:

- Be made within 30 days of receipt of the original decision
- Include the date of the original decision
- State the reasons for applying for the review, and
- Include any additional relevant evidence

Applications should be made in writing to the RTO Manager as the designated review officer of any decisions relating to a request for a refund of student fees. Note the Review Officer is senior to the designated representative responsible for the original decision and was not involved in making the original decision to be reviewed.

RELEVANT LEGISLATION AND GUIDELINES

- Standards for NVR Registered Training Organisations (RTOs) 2025
- Compliance Standards; Division 3 – Prepaid fee protection measures

RESPONSIBILITIES FOR THIS POLICY

All documentation for fees and refund documentation processes are maintained in accordance with Records Management Policy and it's the responsibility of the RTO Manager to oversee the implementation of the Fee and Refund Policy and procedures and all related documents and systems.

RELATED DOCUMENTS

- Records Management Policy
- Complaints and Appeals Policy
- Privacy and Personal Information Policy
- Student Handbook
- Student Enrolment Form

REVIEW

This policy and procedure will be reviewed annually or amended following continuous improvement strategies implemented by MEGT Education & Training.