

Fees and Refund Policy

MLE has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced. MLE guarantees to complete training and/or assessment of enrolled learner's providing the following conditions are met:

- Application fee or payment plan deposit has been paid
- The learner meets the training/assessment requirements;
- The learner meets all other obligations as stated in MLEs Policies and the Learner Handbook

If a course is cancelled while in progress due to circumstances beyond the control of MLE the learner will be provided with a refund of fees on hold or offered a transfer to another course or similar course. MLE will safeguard any money paid by you in advance of your course by not using funds until the course has commenced. MLE will refund you any money paid by you in full in the event we cancel or discontinue a course.

If you withdraw from a course due to illness, (verified by a medical certificate) we will refund any course fees paid in advance less the administration fee of \$200

NOTE: This also includes less the fees for any subject that has been started

If you fail to commence the course, you will forfeit all monies paid.

NOTE: This means that in the case:

- where you do not commence the course or login;
- we are unable to contact you after all reasonable (maximum 8 weeks) attempts have been made;
- that we do not hear from you with sufficient evidence or reason
- you will forfeit all monies paid

Learners who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

APPLYING FOR A REFUNDS

To apply for a refund, a written claim must be submitted on the Application for Refund Form (contact administration) to the CEO of MLE and should arrive at MLE prior to course commencement.

An application for a refund will be processed within 4 weeks after a claim has been received. Refund is assessed on a case by case basis.

Refunds will only be refunded to the person who entered into the contract with MLE and will not be provided to a third party.

All refunds are paid electronically and not in cash. Agreeing to the Refund policy does not remove the right of the learner to take further action under Australia's consumer protection laws or to pursue other legal remedies. Please see Complaints Policy. The processes in the Complaints policy do not circumscribe the learner's right to pursue other legal remedies.

MLE applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

MLE guarantees that the training course that have commenced will remain available for completion for all enrolled learners. All users have a general 12 months in which to complete their course with 24 months to finalise completion. Refer to Course Extensions for further information.

Appendix 1 Online access prior to enrolment

Refund Policy

MLE is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

Procedure

A non-refundable fee of \$200 for a fully accredited National qualification is payable on enrolment. A further \$315 is paid required before commencement of the first unit then subsequent payments as per the payment schedule issued with the finalised enrolment documentation. The balance must be paid before completion.

MLE does not accept fees exceeding that of \$1,500 in a single payment from students.

No refund is available after the course commencement date. Special circumstances will be considered, contact the CEO.

If MLE is unable to provide services for which the student has prepaid, must ensure:

- the student will be placed into an equivalent course such that:
 - the new location is geographically close to where the student had been enrolled, and
 - the student receives the full services for which they have prepaid at no additional cost to the student or
- if an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

Are my fees protected in case I need a refund?

Yes – MLE acknowledges that it has a responsibility to protect the fees paid by students. To meet this need, we only accept payment of no more than \$1500.00 from each student prior to the commencement of the course. The subsequent payments are paid according to schedule for each qualification.

Do I pay GST in my tuition fees?

No - GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

General

If, for any reason, MLE closes or ceases to deliver any part of the qualification in which a client is enrolled, MLE will assist the learner in locating another provider or refund the portion of fees for which training, and assessment has not been provided