

## **CANCELLATION/TRANSFER POLICY**

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### **1.1 Application**

This policy outlines the Master Builders SA's policy for students who cancel or transfer their enrolled course. Students may cancel their course without reason.

### **1.2 Overview**

The student's request for cancellation of their course enrolment will be finalised and any applicable refund issued in accordance with the Cancellation/Transfer Policy.

### **1.3 Definitions**

For the purpose of this procedure:

- Cancellation by student – a student requests the cessation of their course enrolment
- Student – a person who has completed the enrolment process with Master Builders SA in order to undertake a course or training

### **1.4 Implementation**

1. All transfers/cancellations must be received in writing by Master Builders SA's Education Department, via email to [education@mbasa.com.au](mailto:education@mbasa.com.au), or in person by visiting Master Builders SA reception and providing written request for a transfer or cancellation. It is the responsibility of the participant to confirm that their written transfer/cancellation has been received by the Master Builders SA Education Department.
2. Enrolments transferred/cancelled more than five (5) working days prior to the commencement of the training may receive a full refund of the invoiced fee or be transferred to the next available course on written request.
3. Enrolments transferred/cancelled between five (5) and three (3) working days prior to the commencement of training, may be refunded 50% of the invoiced fee or be transferred to the next available course on written request.
4. Where an enrolment is transferred/cancelled two (2) working days or less prior to commencement of a course (without medical evidence), the full fee, at the appropriate Member/Non-member, CITB eligible/ineligible fee as detailed in the current course calendar, is charged. Transfers will be re-enrolled to the next available course date and will remain liable for the appropriate Member/Non-member, CITB eligible/ineligible fee as detailed in the current course calendar.
5. Where an enrolment is transferred/cancelled after the commencement of a course, or a participant does not complete the course for any reason, no refund of the course fee will be provided. Where there is a genuine reason for the cancellation or non-completion of a course (i.e. medical grounds), Master Builders SA may agree to refund a percentage of the course fee at its own discretion, having regard to the available evidence (i.e. medical evidence).

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6. An enrolment under points 2, 3 and 5 may be transferred or substituted once only. Subsequent transfers/substitutions will incur a \$30 administration fee.
7. Participants who do not transfer or cancel their enrolment and/or fail to attend the course for which they are enrolled will remain liable for the appropriate Member/Non-member, CITB eligible/ineligible fee as per the cost listed on the website at the time of enrolment.
8. Master Builders SA reserves the right to cancel any course or postpone it to an alternative date. All registered participants affected by such postponement will receive a full refund or be offered the opportunity to transfer to the next available course.
9. Certificates, including results, will only be issued on receipt of the full invoiced fee and the condition the Master Builders SA member has no outstanding debt with the Association that is greater than 30 days.
10. Where a participant is enrolled under their company's Master Builders SA association membership, responsibility for any cancellation penalties remains with the Master Builders SA member.
11. This policy and other relevant education information is available on the Master Builders SA website. Refer to [www.mbas.com.au/education/policies-and-procedures](http://www.mbas.com.au/education/policies-and-procedures).

Administration	
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