
REFUND POLICY

1.1 APPLICATION

Students are entitled to a refund of course fees in line with the determined refund implementation guidelines.

1.2 OVERVIEW

Master Builders SA will provide a fair and reasonable refund schedule which is free from bias, dishonesty and injustice.

Refunds will be determined on an individual basis which recognises unforeseen circumstances which may affect a student's ability to continue their training. This policy is to be read in conjunction with the Cancellation Policy for Training Courses.

All invoices and payments associated with any training courses or training delivery must be paid for in full prior to the commencement of the course or training. Any participant who is enrolled in a course or training delivery will be unable to participate in the course or training should their payment remain outstanding at the time the course or training commences. Any payment made after the commencement of the course or training may be subject to a late fee.

1.3 IMPLEMENTATION

1. All transfers/cancellations must be received in writing to Master Builders SA's Education Department, via email to 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

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- 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).
 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 training initiative 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 training 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 the 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 training information is available in the 'Participant Handbook'. Refer to www.mbasa.com.au under "Education", and "Policies and Procedures".

1.4 DEFINITIONS

For the purpose of this procedure:

- MBASA – Master Builders Association SA
- Consumed – services that have been accessed or have been reserved for the student dated prior to the cancellation form being received by Master Builders SA
- Course Fee – the fee determined for a course without additional costs which may be incurred during the course
- Student – a person who has lodged an enrolment form with Master Builders SA in order to undertake training

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- Transfer – to move training enrolment dates from the confirmed course date/s to another date/s
- Cancellation – the written notice of the decision by the enrolled student to stop doing or planning to undertake training and stop their enrolment from being valid

1.5 RESPONSIBILITIES

- Student – To ensure they notify Master Builders SA in writing in a timely manner should they wish to withdraw, cancel or transfer their course
- Education Department – To ensure students are informed and understand this policy prior to enrolment
- Training Coordinator – To ensure all staff are aware of their responsibilities and are actively executing their responsibilities. To ensure all refunds are processed in a timely manner.

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Approved	Sam Robinson, Training Coordinator
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