

Payment and Refund Information

MDS Training will accept a payment of no more than \$1500 from each individual student prior to the commencement of the course. Once the course has commenced MDS Training will collect additional fees in advance if required until the course fees are paid.

Students can access other payment options such as:

- Deposit and regular payments
- 50% course costs and balance paid within the course/timeline
- Deposit, mid payment and end payment
- Any negotiated terms

The enrolment form contains the payment plan details and a clear explanation of the agreement. This is viewed prior to committing to enrolling in a course so students have a clear understanding of the financial commitment they are undertaking.

Please note that signing the enrolment form and agreeing to the terms of direct credit and deposits is legally binding. This can be enforced even if you leave the course of study.

Once an enrolment form is received and processed, credits, transfers or refunds can only be applied in the following cases:

- A course is cancelled or the commencement date changed by MDS Training
- A written request is received ten days prior to the course commencement

It is possible to substitute a replacement student into most long courses and any short course/workshop which has not commenced.

Administration fees apply to all requests for refund, unless written notice within the ten days was received. Administration fees are:

- \$75 fee for a short course of one or two days duration
- \$250 fee for a long course scheduled to run weekly, fortnightly, or monthly or over other period of time including distance students**

If a request for a refund is made, outside of the ten days, this may be refused. All requests for refunds will be considered on a case by case basis. Students who have entered into a debt agreement and then find they are unable to commence will need to write to request a refund describing their circumstances. This also applies to anyone requiring the cessation of their payment agreement. If a refund or cancellation of the debt agreement is agreed to the fee shown above at** will always apply. In some circumstances no refund may be applicable, such as withdrawing from a course part way through. More information is contained in the paragraph below. Additional fees may also apply dependent on the issues described below.

If the student has attended more than one session and/or received support and/or received a number of resources including assessment for the units included in any

paid amounts the refund will be calculated on a pro-rata basis. This refund will be dependent on:

- Administration fee
- Fees paid
- Length of course
- How many sessions have been attended
- Resources or other items supplied
- Number of assessments completed
- Additional support provided
- Statement of attainment requirements

If students require replacement copies of their resource materials and/or assessment tools the following charges will apply:

- \$15 for any resource or assessment tool of less than 50 pages
- \$30 for any resource or assessment tool of more than 50 pages
- If a student is a trainee these fees will still apply
- No charge is applied for email as long as no limit on size of emails applies and resource and/or assessment can be emailed
- Fees may be waived upon evidence indicating hardship or other individual requirements

If a student requires a certificate or statement of attainment to be re- issued, additional fees may apply. This will be determined on a case by case basis contingent on:

- How long ago qualification/statement originally issued
- Reason for re issue

If fees are to apply the current rate will be \$75.00 for administration and processing of the replacement certificate or statement. This will also be noted in the student file and record. Students will also be required to complete an authority to release information which identifies them as the student who completed or attempted to complete the qualification. This will enable us to authenticate their request.

MDS Training does not offer reduced rates to the cost of qualifications if you have credit transfers. We do offer recognition as per clause 3.5 of Standard One. You can discuss this with one of the MDS Training staff. RPL rates are negotiated prior to enrolment.