

Short Course Enrolment and Cancellation Policy

Issue/ Amendment/ Compliance Status

Compliance Instrument/s	Reference
Standards for Registered Training Organisations (RTOs) 2015 (Users guide)	Chapter 1 Clause 4.1 (Provide accurate and accessible information to prospective and current students)

Version	Description of Changes	Date of Change	Change Made By	Approving Authority
1.0	Development of policy	June 2016	RCC	GM
1.1	New Format	14/06/2017	RCC	GM
1.2	Wording adjustment	29/01/2018	RCC	GM
1.3	Inclusion of 'Issue/ Amendment/ Compliance Status' table (this page). Last Updated added to footer	10/09/2018	RCC	GM
1.4	Wording adjustment.	03/10/2019	RCC	GM
1.5	Added 'scope' and 'Course Alterations'	23/04/2021	RCC	GM
1.6	Reviewed policy. Wording adjustment in 'Course Alterations'. Update 'Enrolment' & 'Cancellation'.	16/05/2022	RCC	GM
1.7	Reviewed policy. Updated 'Intent' & 'Scope'.	16/05/2023	RCC	GM
1.8	Reviewed policy. Updated 'Issue/ Amendment/ Compliance Status', 'Intent' and topic sentence.	04/06/2024	RCC	GM

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Please note that Julie Reid Management Pty Ltd trading as MP Training and Recruitment, as well as Design School Online, and is referred to as 'MP' for the purpose of this document.

Intent

MP is committed to designing and delivering inspiring training programs that positively increase knowledge, skills, and attitudes to enhance performance and opportunities for our clients.

The purpose of this policy is to provide for appropriate handling of short course training payments and to facilitate refunds in the case of cancellation by the client and/or learner.

Scope

This policy applies to all MP's short courses, trainers, assessors, administration officers, management staff and learners.

Enrolment

Clients and/or learners of short course enrolments must be enrolled, confirmed, and paid in full two weeks prior to the short course training date.

If the client and/or learner needs to bring anything specific to your short course this will be specified in your enrolment information.

Cancellation

MP must ensure this policy is provided to all short course clients at enrolment confirmation and booking.

Clients and/or learners are expected to pay course fees in full on confirmation of the short course training booking and receipt of invoice.

To qualify for a full refund the client must provide a notice of cancellation to MP in writing 14 days prior to the date of scheduled training.

A 50% refund applies to cancellations received up to 7 days prior to the date of scheduled training with no refund thereafter.

Course Alterations

MP will make every effort to ensure that information is correct at the time of publication. MP reserve the right to change or postpone courses, and to alter course schedules, locations, fees, and trainers due to unforeseen circumstances.