

1. Purpose

The MTA Group Training Scheme Inc. is committed to providing quality training and assessment in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015. As such, The MTA Group Training Scheme Inc. is required to ensure each client is aware of the fees for their training and have appropriate procedures in place to deal with refund requests.

2. Policy Statement

The MTA Group Training Scheme Inc. is committed to ensuring that current and prospective clients are provided with all relevant course information regarding our products and services, so that they may make informed decision about undertaking training and assessment.

3. Definitions

Standards for RTOs 2015 - means the regulatory standards for training providers as set by The Council of Australian Governments' (COAG) Industry and Skills Council for endorsing vocational education and training (VET) standards.

4. Policy Principles

The MTA Group Training Scheme Inc. provides clear information regarding:

- Fees and charges, including payment terms, refund policy and exemptions (where applicable)
- Funding and subsidy arrangements (as applicable)

Fees payable

Fees are payable when a student has received confirmation from The MTA Group Training Scheme Inc. of their enrolment. The initial payment must be made prior to commencing training and The MTA Group Training Scheme Inc. may discontinue training if fees are not paid in accordance with the agreed fee schedule.

Cancellations/ withdrawals

Cancellations must be in writing, by email and received by The MTA Group Training Scheme Inc. at the following email addresses: mtatraining@mtasant.com.au

The following conditions will apply:

- On receipt of a written request to cancel 7 or more business days before the scheduled course commencement date, a full refund of the monies paid by the client will be offered, or a transfer to another course at a later date.

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- No refunds or transfers will be made 7 business days or less prior to the scheduled course commencement date.

Refunds will be offered to all participants when a course is cancelled by The MTA of SA/NT due to lack of enrolments.

Refunds will not be issued if:

- The participant does not meet the requirements of the course attended.
- The participant does not attend the course in its entirety thereby not meeting requirements of the course.
- The participant is able to transfer to a later course.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that The MTA Group Training Scheme Inc. do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our students.

Our Guarantee to Clients

If for any reason The MTA Group Training Scheme Inc. is unable to fulfil its service agreement with a student, The MTA Group Training Scheme Inc. will, in the first instance, re-schedule the training to accommodate the needs of the student. The MTA Group Training Scheme Inc., at its discretion, may issue a full refund for any service not provided.

Pre-paid fees in excess of \$1500

The MTA Group Training Scheme Inc. does not collect fees in advance in excess of \$1500.

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