
POLICY AND PROCEDURE NAME:

Fees and Refunds

Preamble / Context

This policy and its procedures apply to all future and current MACE learners and sets out how fees and refunds will be applied for short courses and pre-accredited courses.

Policy Statement

Payment of Fees

- Fees must accompany enrolments.
- Any fees and charges associated with enrolment are in accordance with MACE's policies.
- MACE reserves the right to take appropriate action where fees or charges are not paid by specified due dates in accordance with MACE's policies.

Access and Equity

MACE access and equity principles demonstrate a commitment to freedom from discrimination, and fair treatment for all learners. Where special circumstances apply, each learner's financial situation will be reviewed on a case-by-case basis, to ensure every opportunity to engage and participate in training with MACE is considered.

A full refund of any money paid prior to commencement of any short course may be claimed if a request is received 48 hours prior to course commencement.

Refunds

- A full refund of any money paid prior to commencement of any short course may be claimed if a request is received 48 hours prior to commencement of the course, minus \$25.00 to cover the costs of administration.
- Payments made by credit card are to be refunded to the credit card used for payment. For all other refunds a direct funds transfer will be made.
- No refund will be given after a short course has commenced, or less than 48 hours' notice has been given.

- Unless satisfactory alternative arrangements can be made, a refund of all fees will be paid to the learner, or a credit given for another course if:
 - MACE cancels the course one week prior to the commencement date due to an insufficient number of enrolments;
 - pandemic or another emergency necessitates the facility being closed;
 - tutor / facilitator illness requires sessions to be cancelled which are unable to be re-scheduled.

Scope

This policy is relevant to all MACE employees, learners, volunteers, and stakeholders involved in enrolment and / or withdrawal or expulsion of learners in pre-accredited and short courses.

Purpose

This policy applies to all future and existing MACE learners and outlines the policies and procedures to be undertaken when payments and refunds are made.

This document also outlines the policies, procedures, and responsibilities of MACE employees in relation to raising invoices, collecting fees / payments, amending invoices and refunding fees.

Procedure

Payment

Fees must accompany enrolments.

Pre-Accredited Courses and Short Courses

Learners must pay in full 48 hours prior to course commencement date. To finalise learner enrolment Reception will raise an invoice to the learner for the full fees, via:

- a. Payment in person at MACE by cash, cheque, or debit / credit card.
- b. Online using credit card / PAYPAL.

The invoice raised must include:

- Full Name of Learner
- Invoice Number
- Date Raised
- MACE Bank Details
- Course Code and Name
- Date/s and Time/s of course
- Amount Payable

Refunds

Payments that were made by credit card are to be refunded by Reception to the credit card used for payment. Learner must present the credit card to Reception for processing refunds. A Credit Note will be issued.

For all other refunds, a direct funds transfer will be arranged by the Finance Officer and paid within 14 days. It is the learners' responsibility to forward their bank details, and a Credit Note will be issued.

If for any reason MACE is no longer able to deliver the course, the Learner will be refunded. The amount of refund is determined as outlined in this policy.

Authorisation

Chief Executive Officer

MACE Incorporated

Responsibility

The CEO is responsible for ensuring that proper procedures are adhered to in development and consultation for this policy.

Definitions

As identified in the chart below.

Item	Definition
Fees	Course fees are set annually and take into account funding or grant subsidies and costs associated with course delivery.

Related Documents

- Access and Equity Policy PP023
- Course Enrolment Form LA1121
- Course Payment Plan MA006
- Enrolment Policy PP018
- Learner / Participant Support Policy PP081
- Student / Learner Handbook LA088
- Website Enrolment Information: Payment of Fees, Refunds & Cancelled Classes