



# Mixology Management

## ***Fees and Refund Policy and Procedure***

### **Purpose:**

This policy and procedure is to be used by Mixology Management to develop, implement and monitor its fees and refund policy so that it complies with the AQTF Standards for Registered Training Organisations.

### **Scope:**

This policy covers all student fees charged by Mixology Management.

### **Definitions:**

Mixology Management has the following fee structure as at **(28/01/09)**

### **Enrolment fee:**

Fee payable in full by the student to ensure place in next Victorian RSA course. Fees are transferable, ie: a student who cannot attend the course can transfer their place to another student who can attend with minimum 24hr notice with no change to fees or costs.

Cancellation can be made at least three days before and will incur a 50% cancellation fee.

Cancellation made less than three days before incurs 100% cancellation fee.

Course can be re-scheduled within 3 months if cancellation is made at least 1 week, 7 days, before commencement with no cancellation fees or costs.

Courses re-scheduled less than 1 Week, 7 Days, before commencement will incur a 30% rescheduling fee.

Courses cannot be re-scheduled less than 1 day, 24 hours, before commencement. Courses must be cancelled.

### **Certificate Replacement Fee:**

\$10 replacement fee for lost or damaged certificates.

### **Re-scheduling fee:**

Rescheduling made more than 1 week from commencement is 0%, between 1 week and 1 day will incur 30% rescheduling fee. Courses cannot be rescheduled less than 1 day, 24 hours, from commencement.

### **Administration fee for refund:**

Refunds requested at least three days before commencement will incur a 50% administration fee for cancellation. Cancellation made less than three days before commencement incur 100% cancellation fee.

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## **Policy:**

Mixology Management will not accept or require fees to be paid in advance by students undertaking its courses.

The meaning of “in advance” is defined as more than 10 weeks.

Mixology Management accepts that it will be audited for compliance with its fees procedures and that it has obtained advice from a qualified professional, such as a solicitor or accountant, to confirm that the system operates to protect students’ fees as required by Standard 3.4.

Mixology Management will have a well publicised fee refund policy for domestic students that will be available to students at the time of formal application for enrolment.

Mixology Management will refund all payments made by a student if the course is cancelled or course commencement is postponed by more than four weeks, unless alternative arrangements have been agreed by the student.

Prior to commencement of a training program / course, a student will be required to give 3 days notice of withdrawal from a course to obtain a full refund of payments, minus an administration fee that will not exceed \$200.

After commencement, a student will be required to give a maximum of ten weeks notice of withdrawal from the course to obtain a refund of payments relating to the remainder of the course after the ten weeks notice. The refund will be given within four weeks of the notification by the student.

**NOTE For programs less than 10 weeks you do not need to provide refunds once the program has commenced.**

## **Procedure:**

1. Fees will be collected on commencement of the training course and a certificate will not be issued till payment is received in full.
2. Refunds will be refunded minus any administration fees via electronic transfer or cash, payable to the student in person.
3. Mixology Management's Finance Manager will be person responsible for the implementation and maintenance of the policy.

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