

Cancellation and Refunds Policy

Purpose

Monadelphous Engineering Associates (MEA), the RTO, is committed to providing quality training and assessment in accordance with the Standards for Registered training Organisations 2015. As such, MEA is required to have and provide detail of a fair and reasonable cancellation and refund policy.

MEA will:

- Implement and maintain a process for fair and reasonable refund of fees paid
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered

Policy statement

Refunds and rescheduling are subject to the following conditions:

- Where the Applicant or Provider provides written notice greater than five (5) business days in advance of the course date, a full refund will apply
- Where the Applicant provides written notice between five (5) business days and 24 hours in advance of the course start date, a cancellation fee of 25% of the course fee will apply and the remaining fee paid in advance will be refunded or the applicant may request to be rescheduled to another course
- Where the Applicant provides written notice less than 24 hours and / or does not attend on the scheduled day of the course, the Applicant will not be entitled to a refund of any fees and charges
- Where the Provider (RTO) provides written notice in advance of the course start date, all fees will be refunded or alternatively the Applicant will have the option of rescheduling to another course



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RTO Manager

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