



Fees Policy

Policy number	FP1.1	Version	5
Updated by	Ami Davis	Approved by Committee on	07/06/2018
Responsible person	Ami Davis	Scheduled review date	1/06/2019

1. Murray House Resource Centre is not a VET FEE-HELP provider
2. Murray House Resource Centre does not take up-front fees for qualifications that are priced over \$1,000.00
3. On enrolment Murray House Resource Centre (MHRC) requests a deposit equalling 20% of the course cost or \$200 (whichever is the lower amount) in advance as we do not take upfront full course fees for qualifications.

Short Courses

Murray House Resource Centre requires full payment of fees for short courses on the first day of the course, before commencement. If the requirement occurs the following refund policy will apply.

	Reason for Refund	Notification Period	Minimum Refund
1.	Clients withdraw	More than 7 days before course commences	Full Refund.
2.	Clients withdraw	Within 7 days prior to the course commencing	Basic Course: less \$20 administrative fee. Intermediate Course: less \$40 administrative fee.
3.	Clients withdraw	After the course commences.	No Refund given.

Qualifications

Payment plans are available for learners undertaking qualifications. Learners who require a plan must notify MHRC before course commencement. Plans are offered on the understanding that no qualification will be issued before full payment is received. If the requirement occurs the following refund policy will apply.

	Reason for Refund	Notification Period	Minimum Refund
1.	Clients withdraw	More than 7 days before course commences	Deposit paid less \$50 administrative fee.
2.	Clients withdraw	Within 7 days prior to the course commencing	Deposit paid less \$100 administrative fee.
3.	Clients withdraw	After the course commences.	No refund of deposit. Refund will be pro-rata based on amount of training attended and or assessments completed.
4.	MHRC ceases operation	Immediate	All funds repaid if unable to complete the qualification through a trade out period

Note: Murray House Resource Centre retains the right to negotiate with individuals who, due to financial hardship, may require special consideration, without establishing a precedent.