



## Refund Policy & Procedure



# Refund Policy & Procedure

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## Refund Policy & Procedure

### Purpose & Legislative Background

Under Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Melbourne Institute of Training and Education will provide all information including course details, prerequisites and conditions on enrolment, fees, refund and cancellation policies, and the complaints and appeals processes in its written agreement with the students. To support this standard, this policy provides a detailed explanation about the different circumstances in which refund policy applies, the process involved, and its period.

The circumstances include withdrawal from a course by the student, visa refusal, misconduct by a student, cancellation of course by Melbourne Institute of Training and Education, etc. which may arise either by students' default or Melbourne Institute of Training and Education default.

As per schedule 6, Clause 7.3 of Standard 7 of Standards for Registered Training Organisations (RTOs) 2015 Melbourne Institute of Training and Education will be responsible for protecting the fees prepaid by individual learners, or prospective learners.

### Scope

This policy applies to all current & prospective students at Melbourne Institute of Training and Education.

### Policy

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Melbourne Institute of Training and Education is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that Melbourne Institute of Training and Education or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or



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any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

- Where Melbourne Institute of Training and Education or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Melbourne Institute of Training and Education ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where Melbourne Institute of Training and Education needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Melbourne Institute of Training and Education will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Melbourne Institute of Training and Education in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits etc.).
- Individual support provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following Melbourne Institute of Training and Education Complaints and Appeals Policy & Procedure.

## Recording and payment of refunds

Refunds will be paid to the person or organisation that made the original payment.

- Refund assessments can be appealed following the Melbourne Institute of Training and Education Complaints and Appeals Policy & Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounting system.



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It is the policy of Melbourne Institute of Training and Education to ensure that all applications for refund of fees are considered.

An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required payable a minimum of two weeks (10 working days) before the commencement of the course.

Refunds are made following the policy below and full refunds of amounts owed to the students will be made within four (4) weeks of refund application.

Refund Table for International Students	
Unsuccessful Visa application	100% Refund of all unused prepaid Tuition fees excluding the enrolment fee. Fees to other parties are subject to their refunds policy. For example: OSHC, etc.
Cancellation of enrolment more than 28 calendar days before the commencement date	Full Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Cancellation of enrolment less than 28 calendar days but before the commencement date	50% Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Cancellation of enrolment after commencement date	No Refund of Tuition Fees paid.
Visa cancellation due to the actions of the student	No Refund of Tuition Fees paid.
Course cancelled / withdrawn by Melbourne Institute of Training and Education	Full Refund of Tuition Fees paid.
Students are unable to start the course on serious medical grounds. Evidence provided from a registered doctor at least 14 calendar days before the agreed course start date.	Full Refund of Tuition Fees paid minus enrolment fee (non-refundable).
Enrolment Fees	Non-refundable

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.



Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, provided that a supporting Medical Certificate is supplied to Melbourne Institute of Training and Education. Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within 12 months from the time the initial payment is made.

Should Melbourne Institute of Training and Education cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course at no extra cost. In the event Melbourne Institute of Training and Education cancels a course, participants will be provided with their preferred option. In this case, the student will be refunded within two (2) weeks of the day on which the course ceased to be provided.

In all other cases, refunds are at the discretion of the CEO of Melbourne Institute of Training and Education and may be negotiated on an individual case-by-case basis.

## Management Action and Responsibility

To ensure that Melbourne Institute of Training and Education financial management policies are implemented, and that Melbourne Institute of Training and Education complies with these policies, Melbourne Institute of Training and Education shall monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement.

The Accounts team is responsible to process refunds as per this policy.

The CEO will provide the state or territory registering body that has registered it with a formal assurance that Melbourne Institute of Training and Education has sound financial management standards for matters related to its scope of registration and scale of operations.

Melbourne Institute of Training and Education will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practising Accountants (CPA) Australia, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.

## Definitions

**Enrolment Fee:** Covers the administrative costs of enrolment

**CoE Start Date:** Refers to the day on which the course was scheduled to start, or a later day agreed upon between Melbourne Institute of Training and Education and the student – as mentioned in the Confirmation of Enrolment (CoE). Also referred to as the Agreed Start Date.



**Course:** A program of study leading to a qualification or an award. A course may comprise of units or modules.

**Study Period:** A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, a short course of similar or lesser duration, excluding holidays and term/semester breaks.

**Fees:** Includes all fees, fines, and charges payable as specified in the Schedule of Fees.

**International Students:** All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia.

**Materials Fee:** Covers the cost of learning materials and resources provided by Melbourne Institute of Training and Education.

**Pre-paid Tuition Fees:** Tuition fees paid in advance before commencement of the course or a study period.

**Principal Course of Study:** The main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study.

**Term Start Date:** Date on which an academic term commences as per Melbourne Institute of Training and Education yearly academic program calendar. The academic program calendar is published on the college's website and also available from Melbourne Institute of Training and Education reception.

**TPS:** Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund Legislative Context.

**Tuition Fee:** Covers the cost of providing the course of study and use of resources at Melbourne Institute of Training and Education. Tuition Fee does not include Overseas Student Health Cover (OSHC), administration costs including enrolment / application fee, homestay booking fee, airport pick-up fee and costs related to equipment or training material purchases.

## Legislative Context

**The legislative base for this policy is as follows:**

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015



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- The ESOS Act 2000 and ESOS Regulations 2001
- The National Code 2018
- The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- The Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012
- The Education Services for Overseas Students (TPS Levies) Act 2012
- The Australian Consumer Law 2011