



MCIE

03 MCIE Financial Management Fees and Fee Refund Policy International Students 03-1001

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Fees and Fee Refund Policy International Students

Students are charged a range of fees for programs and courses they enrol into with Melbourne City Institute of Education (MCIE).

Purpose

This policy sets out the terms and conditions of fees charged and due for the duration of a student's enrolment with MCIE.

Scope

This policy applies to all current and future overseas students.

Enrolment

The student will pay MCIE the course fees and charges as listed in the Letter of Offer and Acceptance Agreement. MCIE will enrol the student in the course listed in the Letter of Offer and Acceptance Agreement.

MCIE will not issue a Qualification or a Statement of Attainment until:

- the student has successfully finished the course, or part of course, they are enrolled in
- all the fees listed in the Letter of Offer and Acceptance Agreement have been paid in full, or as due

Fee Payment

- Students must pay the administration fee, initial course fee and OSHC to secure their enrolment with MCIE.
- Where the duration of a course is 26 weeks or longer, MCIE will not request an upfront payment of more than 50% of the total course fees. Balance of fees is to be paid on an instalment program as scheduled in Letter of Offer and Acceptance Agreement.
 - Students can choose to pay more than 50% of the fees upfront. The balance of fees and the payment schedule will be adjusted accordingly
- Fees can be paid in cash or bank drafts payable to **MCIE Unit Trust**, via electronic bank transfer or Credit Card.
- Students are responsible for keeping a copy of the Letter of Offer and Acceptance Agreement and receipts for any payments of tuition or non-tuition fees

- Credit Card payments will attract an additional 2% surcharge. We recommend students to pay via direct bank transfer to avoid the credit card charge.
- Late payment of fees will incur a 10% penalty on the overdue amount. If the overdue amount continues to remain outstanding, an additional late fee penalty of \$50.00 will be added each week until the account is paid in full.
- New fees may be charged, if the student changes to a new course
- Administration and airport pick up fees are non-refundable
- MCIE may restrict or withhold services or materials from the student once fees become overdue
- Students should be aware that there may be changes to the Fees, Cancellation and Refund Policies over the duration of the course.

Bank Details

Bank	National Australia Bank (NAB)
Account Name	MCIE Unit Trust
BSB Number (Branch)	083-004
UMD Account No	81-251-2108
S.W.I.F.T. Code	NATAAU3303M
Reference	Use your student name

Recognition of Prior Learning (RPL) and Obligations to Recognise AQF Qualifications

MCIE will recognise prior learning, knowledge and skills for enrolling student's, where they can demonstrate and provide evidence of, having satisfactorily achieved performance outcomes within that course requirement.

Fee for RPL will be calculated according to the time spent by MCIE staff to determine competence. This time will be charged at \$145 per hour.

Course Materials

Course fees do not include the cost of course materials (textbooks, equipment and uniforms).

All additional costs of materials, equipment and kits necessary to successfully complete the course will be listed in the Letter of Offer and Acceptance Agreement and may be required to be paid at enrolment.

Additional Costs

Course fees do not include the cost of any additional documentation or re-issuance of certificates. These will be charged as following:

Replacement Student ID	\$20
MCIE T-Shirt	\$30
Replacement Qualification Certificate /Statement of Attainment	\$50
Change of COE	\$50
Late payment fee 10 % of overdue amount	10% of overdue amount
Ongoing late payment fee. Is charged per week, until fee is paid	\$50
Not Yet Competent Charge (NYC) for Theory Assessment	\$250
Not Yet Competent Charge (NYC) for Practical Assessment	\$300
Suspension of enrolment	\$1500 per term
Credit Card Surcharge	2% of payment

Not Yet Competent Charge - Failure to achieve competency in a unit

Students are provided with an opportunity for one reassessment for any competencies not achieved on the first attempt.

- The first reassessment is provided at no charge
- The second reassessment must be booked in and paid for, prior to undertaking the assessment.

The second reassessment fee of \$250.00 (Theory) and \$300.00 (Practical) will be charged for each unit.

If competency is still not achieved after the second reassessment the student will be required to re-enrol and pay the associated fees for the unit. This may impact the duration of the course and may require an extension of the COE.

Course Deferral, Suspension or Cancellation Fees

MCIE initiated deferral, suspension or cancellation

MCIE may defer, suspend or cancel a student's enrolment in accordance with the Student Deferral, Suspension and Cancellation Policy.

- In the event of MCIE initiated deferral or cancellation before course commencement, MCIE will refund all fees in accordance with the ESOS Act
- In the event of suspension of enrolment, the fees scheduled in the Letter of Offer and Acceptance Agreement, remain due on the scheduled dates.

Student Initiated Deferral, Suspension or Cancellation

Students may defer, suspend or cancel their course in accordance with the Student Deferral, Suspension and Cancellation Policy.

- In the event of Cancellation before course commencement MCIE will refund fees in accordance with the conditions outlined in the Letter of Offer and Acceptance Agreement
- Upon Deferral of the course prior to course commencement, the fees scheduled in the Letter of Offer and Acceptance Agreement, will be updated to reflect the new course start and end dates
- Upon Suspension of the course after commencement, the fees scheduled in the Letter of Offer and Acceptance Agreement, will be updated to reflect the new course start and end dates. An additional fee for the duration of the suspension period will be calculated at \$1,500 per term and will be payable at the start of suspension of studies

Course Abandonment

In the event of a student abandoning the course, all fees due are payable to MCIE as per the Letter of Offer and Acceptance Agreement.

Government regulations prohibits international students from transferring to other registered providers prior to completing the first six months of their course with the principal provider.

Late Payment Fee on Overdue Fees

Late payment of fees will incur a 10% penalty on the overdue amount. If the overdue amount continues to remain outstanding, an additional late fee penalty of \$50.00 will be added each week until the account is paid in full.

Fee Refunds

Refund guidelines for MCIE observe the principles outlined in the ESOS (Education Services for Overseas Students) Act 2000. These guidelines apply equally to all new and re-enrolling students unless otherwise stated.

MCIE reserves the right to cancel or postpone any course prior to its scheduled commencement date, should it be necessary. In such circumstances, if the course is postponed by more than four weeks, and if the student is unable to enrol in a similar course at

MCIE, all fees will be refunded. Refund of fees will be granted in accordance with the refund policy set out below.

Refund of Course Fees

Description	Refund status
Application rejected by MCIE	Full refund not including administration fee (\$200)
<p>Visa refused prior to course commencement or withdrawal at least ten (10) weeks prior to agreed start date</p>	<p>Full refund not including administration fee and non-refundable application fee.</p> <p>The amount of unspent pre-paid fees that MCIE must refund the student for the purpose of subsection 47E (2) of the Act is the total amount of the pre-paid fees MCIE received for the course in respect of the student <i>less</i> the following amount:</p> <p>the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that MCIE received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p>
Withdrawal more than four (4) weeks and up to 10 weeks prior to agreed start date.	70% refund of the total amount of pre-paid fees that MCIE received in respect of the student for the course, not including administration fee and non-refundable application fee.
Withdrawal less than four (4) weeks prior to agreed start date	25% refund of the total amount of pre-paid fees that MCIE received in respect of the student for the course, not including administration fee and non-refundable application fee.
Withdrawal after the agreed start date.	<p>No refund.</p> <p>This includes all course fees, administration fees, cost of learning and assessment resources, OSHC, airport pick up (where applicable) and uniform and kit costs for cookery qualifications.</p>
If students start the course after the scheduled date.	No reduction in fee.
Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government.	No refund.
<p>Course withdrawn by MCIE (before the agreed start date).</p> <p>MCIE is unable to start the delivery of a course on the agreed</p>	Full refund including application fee within 2 weeks of cancellation, or the agreed starting date, whichever is applicable.

Description	Refund status
starting date or ceases to deliver the course before it is completed.	
MCIE is unable to provide the course after the agreed start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because MCIE has a sanction imposed by a government regulator	Return of unused tuition fees
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment provided
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Visa extension is refused	Once the term starts, fee is not refundable Students have their own responsibilities to ensure they have valid visa(s).
Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances)*	Refund of unused tuition fees (of the following term/s) (<i>Notification of Withdrawal from Studies</i>) Form must be received 2 weeks prior to term commencement by the Administration Officer*)
Compulsory Health Insurance (Student visa holders only)	Refer to Overseas Student Health Cover provider
Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two (2) weeks' notice is given
Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival
EFTPOS and/or credit card payment surcharge and any transaction fees	No refund
Visa cancelled due to actions of the student	No refund
Where a student applies and is approved by MCIE to transfer to another registered provider before the completion of six months of study of the principal course.	No refund

Request for Refund

Students who wish to apply for a refund of course fees in accordance with the Refund Policy should do so by completing an online request through MCIE's website.

<https://www.mcie.edu.au/student-requests-issues-form/>

Payment of Refund

All refunds for which a student is eligible will be forwarded, within 14 days to the person who paid the fees in his or her home country, unless the student is transferring to another registered provider in Australia (subject to visa conditions), in which case any refund may be remitted to that registered provider.

MCIE will provide the student with a statement detailing the calculation of the refund.

Refund Approvals

All refunds must be approved by the Finance Manager. Exemptions to any of the above conditions may only occur where the student can provide evidence that they have extenuating circumstances which may be considered on compassionate grounds.

Reference

Relevant ACTS and Regulations

Related Policies, Documents & Forms

01-1112 Student Deferral, Suspension or Cancellation Policy

03-1004 Refund of Fees Paid Policy

04-2028 Letter of Offer and Acceptance Agreement

06-2000 International Student Handbook

12-6004 MCIE International Course Prospectus