

03 Financial Management

Fees and refund of fees paid policy 03-1004

Purpose

The policy has been developed to:

- describe the range of fees and charges for programs and courses delivered by MCIE
- provide guidelines for the payment of fees by domestic full fee-paying students
- implement and maintain a process for fair and equitable refund of fees paid by the domestic full fee-paying student
- MCIE reserves the right to apply an administrative processing fee of up to \$200 for any refund.
- This policy should be read in conjunction with the 03-1006 Tuition Fee Collection Policy

Responsibilities

This policy is the responsibility of the **Finance Manager** and is to be adhered to by the members of the **Finance Department** and **Business Development** teams.

Scope

This policy applies to full fee-paying students, who have enrolled or intend to enrol at MCIE and who wish to **Withdraw** from the Course:

Withdraw from the Course - withdrawal refers to a student's cancellation of enrolment in the VET unit of study.

Course fees – refers to the cost of the course a student has enrolled in

Administration fee – refers to the administration and processing fee for enrolling a student

Payment of fees

All fees should be paid to a member of the Finance or Student Support (Reception) teams. MCIE will provide a receipt to confirm that payment has been received.

A course fee for a VET unit of study must be paid in full in advance on or before the commencement of the unit of study, unless a payment plan is made with the Institute.

Students are required to pay for their own uniforms and for a range of additional services provided by MCIE, which they may require from time to time. In addition, students undertaking Hospitality courses are required to purchase their own Tool Kit.

Course fees and charges are itemised in the student's **Statement of Fees**.

MCIE does not accept prepaid tuition fees from domestic students in excess of \$1500. Where the fees of the course are in excess of \$1500, the fee payment plan will be implemented to ensure that students never have a credit of more than \$1500 at any one point in time.

MCIE accepts Tuition fees by a bank draft, credit card or direct deposit into the MCIE Bank account.

Enrolment

The student will pay MCIE the course fees and charges as listed in the **Statement of Fees** and MCIE will enrol the student in the course listed in the enrolment application.

MCIE will not issue a qualification until:

- the student has finished the course they are enrolled in
- all the fees listed in the Statement of Fees as payable (but not the fees which are listed for the student's reference) have been paid in full

Fee payment

- Fees can be paid in cash or bank drafts payable to MCIE Unit Trust and via telegraphic transfer
- New fees may be charged, if the student changes to a new course
- Late payment of fees may incur a 10% penalty
- MCIE may restrict or withhold services or materials from the student once fees become overdue

Recognition of Prior Learning, (RPL) and obligations to recognise AQF qualifications

- MCIE will ensure that enrolling student's prior knowledge and skills are recognised, where they can demonstrate and provide evidence of having satisfactorily achieved performance outcomes within the course requirement.

- An assessment fee is charged for RPL, calculated according to the number of hours spent by MCIE staff to determine competence.

Course fees do not include the cost of any additional documentation or **re-issuance** of certificates.

These will be charged as following:

Service or item	Fee	International Students	Domestic Students
Replacement Student ID	\$20	✓	✓
Replacement qualification certificate / Statement of Attainment	\$50	✓	✓
MCIE T-Shirt – Work-placement uniform (if applicable)	\$40	✓	✓
Commercial Cookery – Took Kit and Uniform sets	\$400	✓	✓
Reprint of Workplace Logbooks	\$50	✓	✓
Transfer Fee – to move from one class to another	\$100	✓	X
Change of COE	\$50	X	✓
Postage Fee – Certificate, Textbook, MCIE T-Shirt, – by weight per delivery	From \$10	✓	✓
RPL assessment fee – charged per hour	\$145	✓	✓
Archived file retrieval	\$100	✓	✓
EFTPOS surcharge, per transaction	2%	✓	✓
NYC - Theory Assessment, per assessment	\$50 & \$300	\$50	\$300
NYC – Cookery Practical Assessment	\$400	X	✓
Catchup class, per class	\$20 & \$75	\$20	\$75
Suspension of enrolment – per term of suspension	\$1500	X	✓
Late fee surcharge, % of overdue amount	10%	✓	✓
Ongoing late payment fee, Per week	\$50	✓	✓

Service or item	Fee	International Students	Domestic Students
Short course cancellation at least 5 days prior to scheduled delivery, enrolment fee will be refunded, less an administration fee	\$20	✓	✓

Course abandonment

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

Conditions for refund eligibility

Refunds

- If the student terminates their enrolment agreement before the commencement of the course and returns, all textbooks and resources in an acceptable condition, a full refund including the deposit will be provided.
- If MCIE postpones a program for more than 8 weeks from the original start date and no suitable program is available and the student returns all materials in an acceptable condition, a full refund including the deposit will be provided.
- If the student terminates their enrolment agreement on or after the date of commencement of the program, no refund will be provided.
- If MCIE terminates a student's enrolment agreement due to a breach of the student code of conduct, no refund will be provided.
- If the student re-enrols and commences a program under a new agreement, funds will not be transferrable, thus the student will not be entitled to any refund pertaining to the original course enrolment.
- If a statutory cooling off period applies within the State where the education program is delivered, a refund will be applicable in accordance with such statutory requirements.
- Refund of Fees can be requested in writing at time of withdrawal from course, all refunds will be processed within 28 days from request date.

Short course refunds

- If MCIE postpones a program for more than 4 weeks from the original start date. A full

refund will be provided, on request.

- If the student terminates their enrolment, no refunds will be provided, the student may transfer their course to another student.
- If the student is unable to attend the class on the original start date, the student may nominate someone else to take their place or may be able to transfer to the next available class by giving at least five working days' notice in writing. The application must be approved by MCIE, and a minimum \$20 administration fee applies.

Course payments and refund of fees policy

MCIE's course fee policy observes the principles outlined in the ESOS (Education Services for Overseas Students) Act 2018. This policy applies 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 **Course payments and refund of fees policy** set out below.

1. Policy table – Course payments and refund of fees policy

Description	Policy	Relevant to	
		International student	Domestic student
Application rejected by MCIE	Full refund not including \$200 Enrolment Fee.	✓	X
Deferral prior to course commencement	\$200 Administration Fee is payable at the time of signing the new offer letter. No additional charge for COE change fee.	✓	X
Visa refused prior to course commencement	Full refund of the total amount of pre-paid fees the provider received for the course, less: 1. \$200 Enrolment Fee and 2. Processing Fee which is the lesser amount of: (a) 5% of the total amount of pre-paid fees the provider received in respect of the student for the course; or (b) the sum of \$500	✓	X
Visa extension is refused	Once the course has started, the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of	✓	X

Description	Policy	Relevant to	
		International student	Domestic student
	<p>learning and assessment resources, late fee surcharges, and OSHC (where applicable).</p> <p>Or paid fees for current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable.</p> <p>Students are responsible for ensuring they have a valid visa..</p>		
Withdrawal at least ten (10) weeks prior to the course/term commencement	<p>Full refund of the total amount of pre-paid fees the provider received for the course, less:</p> <ol style="list-style-type: none"> 1. \$200 Enrolment Fee and 2. Processing Fee which is the lesser amount of: <ol style="list-style-type: none"> (a) 30% of the total amount of pre-paid fees the provider received in respect of the student for the course; or (b) the sum of \$1,000 	✓	✓
Withdrawal more than four (4) weeks and up to ten (10) weeks prior to course/term commencement	<p>50% refund of the total amount of pre-paid fees, that the provider received for the course, less:</p> <ol style="list-style-type: none"> 1. \$200 Enrolment Fee and 2. \$250 Processing Fee 	✓	✓
Withdrawal less than four (4) weeks prior to course/term commencement	<p>25% refund of the total amount of pre-paid fees, that the provider received for the course, less:</p> <ol style="list-style-type: none"> 1. \$200 Enrolment Fee and 2. \$250 Processing Fee 	✓	✓
Withdrawal (including transferring to another provider) after course/term commencement	<p>Once the course has started, the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable), or paid fees for current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable.</p>	✓	X
If students start the course after the scheduled date	<p>No reduction in fee and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, OSHC (where applicable) and uniform and kit costs for cookery qualifications.</p>	✓	✓

Description	Policy	Relevant to	
		International student	Domestic student
Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government	No refund and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, and OSHC (where applicable) and uniform and kit costs for cookery qualifications.	✓	✓
Student abandons the course without notice	No refund and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, and OSHC (where applicable) and uniform and kit costs for cookery qualifications.	✓	✓
MCIE is unable to start the delivery of a course on the agreed starting date (course withdrawn by MCIE before the agreed start date)	Full refund including enrolment fee within 2 weeks of cancellation, or the agreed starting date, whichever is applicable.	✓	✓
MCIE is unable to provide the course after the agreed start date (for which the original offer was made) or ceases to deliver the course before it is completed	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 has been provided to the student.	✓	✓
Compulsory Health Insurance (Student visa holders only)	Refer to Overseas Student Health Cover provider.	✓	X
Home stay Fees and accommodation booking fee (if applicable)	Full Refund if service is cancelled prior to service is booked with the service provider. Once booked, please refer to the refund policies of the service provider. Third Party service.	✓	X
EFTPOS and/or credit card payment surcharge and any transaction fees	No refund	✓	✓

Description	Policy	Relevant to	
		International student	Domestic student
Visa cancelled due to actions of the student	No refund for pre-paid fees, or the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable).	✓	X

2. Refund

All refund requests are conditional on the following:

- MCIE must have received funds in order for any refunds to be made available (i.e. electronic transfers have been received)
- any debts to MCIE must be paid in full or the outstanding amounts will be deducted from the refund
- MCIE reserves the right to apply administrative processing fee as per the Policy table above.

3. Refunds where MCIE is unable to start or deliver the course

In an unlikely event that MCIE is unable to start or deliver the course, the student can choose to accept either:

- a refund of course fees, which will be issued to the student within 14 days.
- or be placed in an alternative course with MCIE or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement. If the student chooses to receive a refund of course fees, MCIE will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by MCIE). The refund will be paid within 14 days after cessation of the course

4. 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/>

5. 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.

6. 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.

7. Student withdrawal from the course

- 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.

8. Special circumstances

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid will be refunded.

9. Cooling off period

MCIE recognises a cooling off period in line with State regulations. Where a statutory cooling off period applies within the State where the education program is delivered, a refund will be applicable in accordance with state statutory requirements. (The cooling off period in the state of Victoria is 10 business days from the day of acceptance of the enrolment agreement)

10. Refund procedure

The student must complete the online [Student request form](#) to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:

- a completed [MCIE course withdrawal form](#)
- proof of extenuating circumstances of a compassionate nature

Refunds will be made within 28 working days of the student's written notification being received by the MCIE.

The Finance Manager or the officer nominated by him must approve all student refunds.

Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application.

Details of refunds provided will be maintained in the student's file.

11. Student's right to appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
- The Institute's appeal process does not restrict the student's right to pursue other legal avenues.

The availability of a complaints and appeal processes does not remove the right of the student to take action under Australia's consumer protection laws.

Student Guidelines

MCIE will:

- ensure that you are provided with access to the [01-1003 Domestic student complaints and appeals process](#)
- pay a refund by direct credit transfer
- pay refunds within two weeks of submission of the online [Student requests form](#) and any documentation required

“This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws”

Changes to agreed services

MCIE reserves the right to alter any course, subject, admission requirement or fee without prior notice. Where there are changes to agreed services, MCIE will advise students, in writing as soon as practicable, changes notified may include but are not limited to:

- admission requirements
- changes to unit of competency electives that make up a qualification
- course duration
- course fees
- delivery location
- a change in ownership
- changes to existing third-party arrangements

Note: Students will not be entitled to a refund of any course fees if they are removed from the course for any breach of the MCIE [Student Code of Behaviour](#) or other serious misconduct.

Reference

Relevant ACTS and Regulations

Statement of Fees

RPL Application Form

RPL Evidence Form

Student Deferral, Suspension or Cancellation Policy

Related policy

03-1000 Financial Management Policy

<https://mcieaust.teamwork.com/#!/files/5901587>

01-1003 Domestic student complaints and appeals process V1

<https://mcieaust.teamwork.com/#!/files/5901501>

Related forms

04-3009 Pre-Training Review - VTG - Statement of Fees

<https://mcieaust.teamwork.com/#!/files/7970083>

Online student request form

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

Version control and change History

Issue date	Page no	Version	Changes made	Approved by	Next Scheduled review
2015		1	First iteration	MD	2016
10/03/2016		1.2	General update	MD	2017
02/04/2018		1.3			
04/02/2019	All	1.4	Combined Fees Policy and Refund Policy	DQ&G	03/02/2020
06/05/2022	4,5 & 6	2	Changed Refund Policy to Course payments and refund of fees policy.	FM	06/05/2023

Issue date	Page no	Version	Changes made	Approved by	Next Scheduled review
28/09/2023	1,3,4,5,6,7 & 8	3	Addition of Columns to refund table to advise which apply to Domestic Students and which apply to International Students	FM and DQ&G	29/09/2024