

Fees and Fee Refund Policy - Overseas Students

Purpose

This policy sets out the terms and conditions on a range of fees of fees charged and due when a student enrolls into with Melbourne City Institute of Education (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

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.

Policy table – Course payments and refund of fees policy

Description	Policy
Application rejected by MCIE	Full refund not including \$250 Enrolment Fee.
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.
Personal decision to withdraw before lodging offshore student visa application or	Full refund of the total amount of pre-paid fees the provider received for the course, less: Processing Fee which is the lesser amount of:

Description	Policy
Offshore visa application refused without non-compliance with the rules and regulations set by the Australian Government or Onshore Visa extension is refused prior to course commencement date or Exceptional Circumstances of compassionate or compelling nature	(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
Onshore Visa extension is refused on or after course commencement date	Once the course has started, the full fee of minimum five study weeks are 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 the current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable. Students are responsible for ensuring they have a valid visa.
Nonrefundable deposit for students/bridging visa holders	Nonrefundable deposit means that all fees (tuition and enrolment fees) paid at the time of signing the Acceptance Agreement, are Not Refundable. Materials fees paid will be refunded.
Withdrawal (including transferring to another provider) after course/term commencement	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.
If students start the course after the scheduled date	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.
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

Description	Policy
	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.
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.
EFTPOS and/or credit card payment surcharge and any transaction fees	No refund
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).

Fee Payment

- Students must pay the 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's name

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

MCIE will recognise prior learning, knowledge and skills for enrolling students, 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 \$200 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:

Service or item	Fee
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
Postage Fee – Certificate, Textbook, MCIE T-Shirt, – by weight per delivery	From \$10
RPL assessment fee – charged per hour min 2 hours	\$200
Archived file retrieval	\$100
EFTPOS surcharge, per transaction	2%
NYS - Theory Assessment, per assessment	\$300
NYS – Practical Assessment, per assessment	\$400
Catchup class, per class	\$100
Suspension of enrolment – per term of suspension	\$1,800
Late fee surcharge, % of overdue amount	10%
Ongoing late payment fee, Per week	\$50
Short course cancellation at least 5 days prior to scheduled delivery, less a short course cancellation fee	\$20

Not Yet Satisfactory Charge - Failure to achieve satisfactory in a unit

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

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

The third reassessment fee of \$300.00 (Theory) and \$400.00 (Practical) will be charged for each unit.

If competency is still not achieved after the third 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 \$1,800 per term and will be before issuing the suspension COE.

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 prohibit overseas 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.

Related Documents.

Document Number	Title
POL-25_01-1112	Deferment Suspension or Cancellation of Overseas Students Enrolment Policy
POL-24_01-1108_	Overseas Student Complaints and Appeals Process
POL-37_04-1019_	Withdrawal Procedure Domestic and CRICOS
POL-44_05-1002	Recognition of Prior Learning (RPL) Policy
POL-36_04-1017	Monitoring Course Progress -Overseas Students Policy Procedure
POL-11_01-1017	Compassionate and Compelling Circumstances Policy & Procedure
POL-46_06-1106	Overseas Student Support Services Policy & Procedure
POL-22_01-1102	Overseas Student Recruitment Selection and Enrolment
POL-33_03-1004	Fees and Refund of Fees Paid-Policy Domestic Students
DOC-03_06-2000	Overseas Student Handbook
04-2028	Letter of Offer and Acceptance Agreement
12-6004	MCIE Overseas Course Prospectus

Version Control and Change History Table

Date	Version No:	Changes Made	Approved By	Next Scheduled review
2018	1	First Iteration	BD	2019
22/10/2024	2	Added to QMS	SL	22/10/2025

Date	Version No:	Changes Made	Approved By	Next Scheduled review
28/04/2025	3	Changed NYC to NYS on page 3, changed suspension fee payable to before issuing the suspension COE.		