

Melbourne Metropolitan College & Langford English College

Course Fees, Payments and
Refunds

Pre-course payment conditions

Melbourne Metropolitan College & Langford English College accepts payment of course tuition fees for the term of enrolment. Further payments are made before the commencement of each term. You may choose to pay full fees if you wish to, however, you are not required to pay more than 50 percent upfront.

Policy Statement

Melbourne Metropolitan College & Langford English College ensures that the Refund Policy adheres to the requirements of the Standards for Registered Training Organisation (RTO) 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

In compliance with Standard 3, this policy administers the following institutional standards as part of Melbourne Metropolitan College & Langford English College's operational and organizational standards:

1. Melbourne Metropolitan College & Langford English College's written agreements with the students contain the amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of Melbourne Metropolitan College & Langford English College).
2. Melbourne Metropolitan College & Langford English College's written agreements with students clearly state the process for students to make an application for a refund.

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Fee Refund Policy-overseas students - v2.0

*Melbourne Metropolitan College | RTO Code 40860 CRICOS Provider No 03783F | www.mmc.edu.au | enquiries@mmc.edu.au | Campuses: Melbourne, Adelaide, Alice Springs, Gold Coast
Langford English College | RTO Code 40860 CRICOS Provider No 03783F | www.langford.edu.au | enquiries@langford.edu.au | Campuses: Melbourne, Gold Coast*

3. Melbourne Metropolitan College & Langford English College's written agreements contain a plain English explanation of what happens in the event of a course not being delivered.
4. Melbourne Metropolitan College & Langford English College's written agreements contain the statement, "This agreement, and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.
5. Melbourne Metropolitan College & Langford English College's written agreements ensure students are aware that course pricing may be subject to change during the duration of their course. All fee changes will be electronically communicated to all affected students within four (4) weeks prior to the change occurring.

Application

Refund of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees (or the equivalent amount taken out of paid tuition fees, if the original enrolment fee was waived), are non-refundable under

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any circumstances, except in the unlikely circumstances where Melbourne Metropolitan College & Langford English College is unable to provide the course.

Refund policy

Refund of the fees will only be granted in accordance with the refund policy set out below. Enrolment fees (or equivalent amount taken out of paid tuition fees, if the original enrolment fee was waived), are non-refundable under any circumstances, except in the unlikely circumstance that Melbourne Metropolitan College & Langford English College is unable to provide the course.

- Tuition fees and course credit are not transferable.
- One of the Administrative fees of \$300 to process a refund will be charged for visa rejection refunds, the calculation of the administration fee will be by section 47E of the ESOS ACT 2000.
- If the 50% refund is less than \$100 then a late cancellation fee of \$100 will be charged.
- Melbourne Metropolitan College & Langford English College reserves the right to cancel or postpone any courses before their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enroll in a similar course at Melbourne Metropolitan College & Langford English College, all fees will be refunded within 28 days.
- If written notice of withdrawal is received from a candidate at least 28 days before the commencement of the course (based on an original course start date), full refund, less enrolment fee of AUD\$300 (or equivalent amount taken out of paid tuition fees) and where applicable and \$300 Resource/material fees (\$600), any agent's fees.

	If you cancel more than 28 days before the original relevant start date	If you cancel less than 28 days before the original relevant start date	If you cancel upon the original relevant start date
Enrolment Fee	Nil	Nil	Nil
Tuition Fee	100%	50%	Nil
Material Fee	100%	50%	Nil

- The calculation IS applied for fees paid in advance and where a course of study is canceled before the agreed Completion Date, Melbourne Metropolitan College & Langford English College will calculate the Cancellation Fee by the table below.

Notification Period	Refund	Cancellation Fee
More than 4 weeks before the course commences	Full refund less cancellation fee	\$300
4 weeks or less before the course commencement	50% of a course fee less the cancellation fee	50% of tuition fee
After course commencement	No Refund	100% of tuition fee

- If an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already been finished.
- If the student seeks and is granted approval by Melbourne Metropolitan College & Langford English College, to transfer to another provider before completion of six months of study of the principal course, Melbourne Metropolitan College & Langford English College will not refund any of the fees paid for the course. The student will also be required to pay any outstanding fees for the course.
- If the Student's enrolment is canceled due to infringement of Melbourne Metropolitan College & Langford English College's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted.

No Fee Refund

- if a student cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the CEO, Melbourne Metropolitan College & Langford English College will not refund any of the fees paid for the course as relevant

to tuition up and until the end of the current teaching period within which the student's course cancellation is finalised. The student will also be required to pay any outstanding balances for the course, as relevant to tuition up and until the end of the current teaching period within which course cancellation is finalized.

- refunds for any monies received by Melbourne Metropolitan College & Langford English College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies' refund policies.
- If an extension to the student's visa is not granted and the course has commenced, a refund will not be issued to the student for the course duration that has already finished.
- if the student seeks and is granted approval by Melbourne Metropolitan College & Langford English College, to transfer to another provider prior to completion of six months of study of the principal course, Melbourne Metropolitan College & Langford English College and Langford English College will not refund any of the fees paid for the course as relevant to tuition up and until the end of the current teaching period within which the release is finalised. The student will also be required to pay any outstanding fees for the course, as relevant to tuition up to and until the end of the current teaching period within which the release is granted, before the release
- if the student's enrolment is canceled due to infringement of Melbourne Metropolitan College & Langford English College's disciplinary policy or breach of student visa conditions, no refund of any course money will be granted.

Full Refund

- If your relevant visa application is denied, 100% of pre-paid course fees will be refunded directly to the student. All other fees are subject to the below terms. Written notification is required by the Department of Home Affairs (DHA).
- In the unlikely event that Melbourne Metropolitan College & Langford English College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Melbourne Metropolitan College & Langford English College at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Melbourne Metropolitan College & Langford English College is unable to provide a refund or place you in an alternative course, the Australian Government's Tuition Protection Service (TPS) will assist you with your placement in an alternative course or manage any applicable refunds.
- If a student has overpaid a fee/s, the overpaid fee/s will be fully refunded.

Partial Refund

- If a student cancels their enrolment or fails to attend a program or course after the start of the program, except for visa refusal or any circumstances deemed to be compassionate and compelling by the CEO.

The refund amount shall be the multiplication of the weekly tuition fee studied weeks + 2 weeks 'notice.

Example refund amount = average weekly tuition fee + 2 weeks' notice x remaining course weeks.

- Refunds for any monies received by Melbourne Metropolitan College & Langford English College on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies' refund policies.

Requests for Refund of Tuition Fees

A student who wishes to apply for a refund of tuition fees by this Refund Policy should do so in writing and state reasons and relevant details by submitting it to the Chief Executive Officer (CEO) at accounts@mmc.edu.au

Payment of Refund

All refunds for which a student is eligible will be forwarded, within 28 days, to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorized by the student or his/her guardian. Melbourne Metropolitan College & Langford English College and Langford English College will provide the student with a statement detailing the calculation of the refund.

Approvals

The CEO must approve all refunds. Exemptions to any of the above-mentioned cases may only occur where the student has extenuating, or compassionate grounds as determined by the CEO. "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."

Non-payment of fees and debt collection for all students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). If fees are not paid on time, staff will attempt to contact the student to arrange an appointment with the CEO and they will be allowed to discuss any compassionate and compelling circumstances and get their fees up to date. Should staff be unable to establish contact with the student, a week after fees are due, Melbourne Metropolitan College & Langford English College will charge a late fee of \$50 and will send a Notification of Intention to Report for outstanding fees, which may lead to the cancellation of the student's enrolment. Ongoing delays in payment of Melbourne Metropolitan College & Langford English College fees may result in the cancellation of enrolment.

Provider default

Under Standard 3.4 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Melbourne Metropolitan College & Langford English College is required to include information about what would happen in the case of both student and provider default. Students have the right for a refund when Melbourne Metropolitan College & Langford English College has:

1. Failed to provide the course at the agreed location and starting date.
2. Ceased providing courses to students after it starts and before it is completed.

Upon enrolment, the signed statement of fees and availability of complaints and appeals process does not remove the rights of the student to take action under Australia's consumer law.

- If a student withdraws from his or her course and would like a refund, or to have fees reduced, they need to request in writing and submit a completed refund/remittance form.
- Applications for refunds must be received within 21 days of cancellation.
- Assessing refund requests will be based on the cost of the services Melbourne Metropolitan College & Langford English College and Langford English College provided to the student.

Fee Protection Policy

International student fees are deposited into a separate bank account. Melbourne Metropolitan College & Langford English College utilizes the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students can either:

- Complete their studies with another course or
- With another education provider

Refund Procedure

Students must submit a completed Refund Application Form.

If your request for a refund is approved:

1. We'll let you know our decision in writing along with any refund or adjustment notice.
2. All refund requests are to be authorized by the Principal Executive Officer and applications are processed within twenty-eight (28) days of the application being received.
3. Refund requests are to be entered into the student management system and copies of evidence are stored within the student's file.

Name	Signature	Date