

# Melbourne Metropolitan College & Langford English College

## PPI12 Course Fees, Payments and Refunds Policy and Procedure

## Contents

1. Table of Reference .....	3
2. Purpose .....	3
3. Scope .....	3
19. Review Date.....	10
20. Revision Control.....	10

## 1. Table of Reference

<b>Distribution</b>	All staff and students
<b>Related Entities</b>	Active Transition Training Pty Ltd trading as: <ul style="list-style-type: none"> <li>• Melbourne Metropolitan College</li> <li>• Langford College</li> </ul>
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>• Refund Application Form MMC_PPI23_Students_Complaints_and_Appeals_Policy_and_Procedure_V.3_2024</li> <li>• MMC_PPI4_Assessment_Policy_and_procedure_V.3_2024</li> <li>• MMC_PPI13_Course_Progress_Policy_and_Procedure_V.3_2024</li> <li>• Student Handbook – International</li> </ul>
<b>Statutory References</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Standards for RTO's 2015</li> <li>• National Code of Practice 2018 Standard 8</li> <li>• ESOS Act 2000</li> </ul>
<b>Legislative Context</b>	<ul style="list-style-type: none"> <li>• Commonwealth Human Rights and Equal Opportunity Commission Act 1986</li> <li>• Commonwealth Disability Discrimination Act 1992</li> <li>• Commonwealth Disability Standards for Education 2005</li> </ul>

## 2. Purpose

The purpose of this policy and procedure is to ensure the processes and record management satisfy the legislative requirements of the Standards for Registered Organisations (RTOs) 2015, the National Vocational Education and Training Regulator Act, and the Education Services of Overseas Students Act, and Visa compliance.

### 3. Scope

Monitoring, communications, and record management along with legislative requirements and best business practices enable Melbourne Metropolitan College (MMC) and Longford English College (LEC) to effectively offer transparency and compliance with options for payments of tuition fees and materials with consideration to payment plans, refunds, and fines in alignment to CoE course duration.

### 4. Responsibility

The CEO will be responsible to ensure authorised staff uphold all relevant policies, including the Privacy policy, and maintain financial viability for registration requirements and accountability of financial management of students fees.

### 5. Policy Statement:

Melbourne Metropolitan College & Langford English College ensures that its Refund Policy aligns with the requirements outlined in 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 accordance with Standard 3, this policy encompasses the following institutional standards as integral components of Melbourne Metropolitan College & Langford English College's operational and organisational protocols:

- a) Written agreements between Melbourne Metropolitan College & Langford English College and its students specify the conditions under which refunds may be issued, detailing any amounts eligible for repayment. This includes funds collected by education agents acting on behalf of the college.
- b) Written agreements between Melbourne Metropolitan College & Langford English College and its students clearly outline the procedure for requesting a refund.
- c) Melbourne Metropolitan College & Langford English College's written agreements provide a clear explanation of the procedures if a course is not delivered as promised.
- d) Melbourne Metropolitan College & Langford English College's written agreements explicitly state that students still retain their rights under Australia's consumer protection laws, despite the existence of complaints and appeals processes within the institution.
- e) Melbourne Metropolitan College & Langford English College's written agreements ensure that students are informed that course fees may undergo changes during their enrollment. These changes will be communicated electronically to affected students at least four (4) weeks prior to implementation.

## 6. Payment Conditions Prior to Course Commencement:

Melbourne Metropolitan College (MMC) & Langford English College (LEC) require payment of course tuition fees for each term upon enrolment. Subsequent payments are due before the start of each term. While you can opt to pay the full fees upfront, you're only obligated to pay up to 50 percent in advance.

## 7. Payments and Refunds:

Enrolment fees (or the equivalent deducted from paid tuition fees if the original enrolment fee was waived) are non-refundable under any circumstances, except in the rare event that MMC or LEC are unable to deliver the course.

- a) Tuition fees and course credit are non-transferable.
- b) An administrative fee of \$300 will be charged for all refunds, calculated in accordance with section 47E of the ESOS ACT 2000.
- c) Fines are non-refundable.
- d) Melbourne Metropolitan College & Langford English College reserves the right to cancel or postpone any courses before their scheduled commencement dates, if necessary.
  - o In such cases, if a student cannot enroll in a similar course at the college, all fees will be refunded within 28 business days.
- e) Written notice of withdrawal received within at least 28 business days before the course's commencement (based on the original start date) warrants:
  - o a full refund minus an administrative fee of AUD\$300 (or its equivalent deducted from paid tuition fees), and
  - o minus any applicable agent's fees.
- f) If the student notifies MMC/LEC with a written notice of withdrawal less than 28 business days before their course starts, then
  - o The student will receive half (50%) of course fee back,
  - o minus the cancellation fee (which is also half of their tuition fee).
- g) Once the student course starts, if student cancel, unfortunately, they won't get any refund, and they will have to pay the full tuition fee.
- h) If the 50% refund amounts to less than \$100, a late cancellation fee of \$100 will apply.
- i) If the student pays their fees ahead of time, and the student has commenced the course, but the course is canceled before it finishes, MMC/LEC will deduct the cancellation fee according to fees occurred over a time period implemented with the course delivery and material use.
- j) If a student's application for visa extension or new student visa (for onshore students) is not approved and the course has already commenced:
  - o the student will not receive a refund for the part of the course they've already completed.
- k) If a student requests and is given permission by MMC/LEC to transfer to another RTO before completing six months of their main course:
  - o the student will not receive a refund for their fees, and
  - o the student will need to pay any remaining/outstanding fees and/or fines.

- l) If a student's enrollment is canceled due to breach of any MMC and/or LEC policies, then:
- o The student will not receive any type of refund.

**Refunds at a glance:**

	If you cancel more than 28 days prior to the original relevant start date.	If you cancel within 28 days of the original relevant start date.	If you cancel on the original relevant start date.	If you breach any Policies
Enrolment Fee	Nil	Nil	Nil	Nil
Tuition Fee	100%	50%	Nil	Nil
Material Fee	100%	50%	Nil	Nil
Fines	N/A	N/A	Nil	Nil

**8. Fines:**

Fines are implemented in accordance to the Course Progress and Assessment Policies and Procedures of MMC/LEC. The fines were developed to ensure course progression falls within CoE duration and students actively attend classes for the training and assessment course management and service applications.

## 9. No Refund of Fees:

If the student cancels their enrollment or miss classes after course commencement, except for special circumstances approved by the CEO/RTO Manager, or offshore visa refusal:

- a) the student will not receive a refund on tuition fees until the current teaching period ends; and
- b) the Student will also need to pay any remaining/outstanding fees and/or fines for that period.
- c) If the student has paid their tuition fees directly to their Agency representative and is requesting a refund, then:
  - o the student must deal with the agency representative and their policies.
- d) If the student's visa extension isn't approved and the course has already commenced:
- e) the student will not receive a refund for the classes they've missed.
- f) If the student requests to transfer to another RTO before completing six months and it's been approved:
- g) the student will not receive a tuition fee refund until the current teaching period ends; and
  - o the student will need to pay any remaining/outstanding fees and/or fines for that period too.
- h) If the student enrollment is canceled because they breached Policies and/or legislative requirements including visa conditions:
  - o the student will not receive any refund for their course fees.

## 10. Full Refund:

- a) In the event that a student's visa application is rejected, the student will receive a full refund of all prepaid course fees, minus an administrative charge of AUD \$300.00, which will be deducted from the refund.
- b) In rare circumstances where MMC and LEC cannot deliver the student course as intended, the student receive a refund for all course fees paid up to that point. This refund will be processed within 4 weeks of the course discontinuation. Alternatively, the student may be offered enrollment in another course by the college at no extra charge. The student will have the option to choose between a full refund or enrolling in a different course. If you opt for another course, you'll need to sign a document confirming your acceptance.
- c) If the student has paid more than necessary for any fees, the student will be refunded the excess amount in full.

## 11. Partial Refund:

- a) If a student cancels their enrollment or misses classes after the program begins, except in cases of visa refusal or under circumstances deemed compassionate and compelling by the CEO, the refund will be calculated based on the weekly tuition fee multiplied by the number of weeks studied, plus an additional 2 weeks' notice. For instance, the refund amount equals the average weekly tuition fee plus 2 weeks' notice, multiplied by the remaining weeks of the course.
- b) Any refunds for payments received by Melbourne Metropolitan College & Langford English College for services other than tuition fees must be requested from the respective service provider. Students will be subject to the refund policies of these companies.

## 12. Refund Policy Procedure:

To request a refund of tuition fees according to this policy, students must submit a written refund application detailing their reasons and relevant information to the admission department at [admissions@mmc.edu.au](mailto:admissions@mmc.edu.au)

## 13. Payment of Refund:

All eligible refunds will be processed within 28 business days and sent to the individual who made the fee payment.

- a) If a student is transferring to another RTO in Australia (subject to Visa conditions), the refund may be directed to that institution with the student's authorisation.

Melbourne Metropolitan College and/or Langford English College will provide a detailed statement explaining the calculation of the refund.

## 14. Approval Process:

Refunds require approval from the CEO.

Exceptions to the refund policy may only be granted in cases of extenuating or compassionate circumstances as determined by the CEO.

It's important to note that this policy does not affect a student's rights under Australia's consumer protection laws.



## 15. Non-payment of Fees and Debt Collection:

Students are responsible for paying their course fees on time as outlined in the enrollment documentation. Failure to do so may result in late fees and notifications for outstanding fees:

- a) **Late Payment Fee:** If a student fails to pay their fees by the due date, a late payment fee of \$50 will be applied.
- b) **Warning Letters:** If contact or resolution cannot be established with the student one week after fees are due, warning letters will be sent to the student.
- c) **Notification of Intention to Report:** Following the warning letters, a Notification of Intention to Report for outstanding fees may be issued.
- d) **Enrollment Cancellation:** Non-resolution of outstanding fees may lead to enrollment cancellation.

## 16. Provider Default

As per 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 students are entitled to being offered alternative options if available if:

- The RTO fails to deliver the course at the agreed location and start date.
- The RTO discontinues providing courses after they have commenced but before they are completed.

Upon enrollment, it's important to note that signing the statement of fees and acknowledging the availability of the complaints and appeals process does not limit a student's rights under Australia's consumer law.

- If a student decides to withdraw from their course and wishes to request a refund or fee reduction, they must do so in writing and submit a completed refund/remittance form available from the website:
  - [www.mmc.edu.au](http://www.mmc.edu.au)
- Refund requests must be submitted within 21 days of the visa refusal.
- When assessing refund requests, consideration of costs of services provided, including administration, by Melbourne Metropolitan College and Langford English College will be applied to the student's account.

## 17. Fee Protection Policy:

International student fees are securely deposited into a separate bank account. Melbourne Metropolitan College & Langford English College participates in the Tuition Protection Service (TPS), an Australian Government initiative. The TPS ensures that international students can either complete their studies with another course or with

another education provider.

### 18. Refund Procedure:

To request a refund, students must submit a completed Refund Application Form and Change of Enrolment Form.

If a refund request is approved:

1. We will communicate our decision in writing along with any refund or adjustment notice.
2. All refund requests are authorised by the CEO and processed within twenty-eight (28) days of receipt.
3. Refund requests are recorded in the student management system, and copies of evidence are retained in the student's file.

### 19. Review Date

12 months from the date of this version, or as required.

### 20. Revision Control

Version Number	Date	Reason for change	Prepared By	Approved By
V.3	10/06/2024	Updated and improved	RTO Manager (SC)	CEO (HH)