

FEES, CHARGES AND REFUND POLICY

NON VET FEE-HELP



DIVISION OF MEGT EDUCATION GROUP

Policy Purpose

The Institute makes every effort to ensure potential clients and students are made aware of its Fees, Charges and Refund Policy before accepting a student for enrolment.

Policy Scope

The policy applies to fees, charges and refunds applicable to the provision of training including students undertaking training under Government Training Contracts, students and clients paying full fees, and overseas student attending CRICOS registered courses. The exception to this policy is that a separate VET FEE-HELP Tuition Fee and Refund Policy covers students who meet the specified eligibility criteria for VET FEE-HELP assistance.

Eligible students for VET FEE-HELP should refer to the Australian Government [DEEWR VET FEE-HELP](#) website for further information and to the Institute's website under Students – Future Students – VET FEE-HELP.

PROCEDURE

Notification of Fees and Charges

Fees and charges are advised to the client/student prior to or at the time of enrolment through the appropriate documentation. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course, student cohort, government contract guidelines etc.

MEGT Institute advises its fees and charges in course promotional materials, on the Institute website, in the Agreement for Training Provision, in pre-course invoices, in the student Course Acceptance Agreement where applicable, and in the Schedule of Administrative Fees, Charges and Refunds applicable at the time.

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government programs, will be made aware at the time of enrolment of the funding that is provided by the Government, as well as any additional fees applicable such as Administration charges or resource costs.

Existing-workers employed under a training contract or their employer may be required to pay a fee-for-service if not eligible for government funding, or where a government contract specifies a co-contribution by the student and/or employer. A fee schedule is made available pre-enrolment and the Agreement for Provision of Training and fees invoice clearly shows the applicable charges.

Administration charges associated with students under a training contract are based on State Government funding and fees guidelines as applicable.

The minimum course fee payment period for full-time study load for classroom based delivery is one semester (six months), unless the written invoice indicates otherwise. Minimum fee payments for on-the-job training and short courses will be as per the invoice.

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Tuition and enrolment fees are non-transferable to other students or other institutions.

A tuition fee payment plan may be granted to eligible students in exceptional circumstances. Students who meet eligibility for a Commonwealth loan scheme are not eligible for a payment plan.

Administration and material charges

These may include but are not inclusive of an administration charge, enrolment fee, booking fee, learning resources essential for the course, uniform garments mandatory in some work-placement programs (eg Hospitality, Children's Services), items which are consumable or transformed by students during the course, text books, photocopying, re-issuing of receipts, copies of academic reports, change of enrolment, additional copies or re-issue of qualifications and academic transcripts, late marking or assessment re-sit fees. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees, dishonour cheque fees

Domestic students and clients are advised at the time of enrolment of any additional material and/or resource charges that may apply, based on their individual program.

Overseas students will be made aware of all material costs and administration charges in their Course Acceptance Agreement.

Any equipment/property purchased either separately by the student or paid for as part of materials fees becomes the property of the student.

Payment arrangements

Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of the Institute that where tuition fees, administrative charges or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars. Payment can generally be made by EFTPOS, money order, direct bank deposit, credit card (*surcharge applies*) bank cheque or personal cheque (funds must be cleared before date student commences course).

Non-payment of fees

If a student/employer fails to pay all fees and charges by the due date the student/employer is deemed to be an Institute debtor. Late fee payment may incur a penalty fee of 5% of the total amount payable. Failure to pay the debt within 14 days of the original due date may result in any or all of the following, until the full amount is paid:

- a) suspension of the student from attending or participating in the course
- b) loss of access to the Institute's resources, computer systems or online course
- c) loss of access to enrolment record information and academic transcripts
- d) inability to graduate
- e) termination of the enrolment
- f) report of breach of student visa conditions (Overseas Students only)

- g) report a breach of a Training Contract (students under a training contract).

Debt Recovery

Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

Credits

Pre-payments, scholarships, waivers and amounts transferred from one course to another will be credited to the student/client's account.

REFUNDS

Refund based on Institute course deferment or cancellation

The Institute reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. In the case where the Institute cancels a course prior to its commencement date all monies paid to the Institute will be refunded *within 10 working days*.

Where the Institute cancels a course before its expected end date, the balance of fees paid for that portion of the course not yet delivered will be refunded *within 10 working days*.

In the case of a course start date being deferred, and the new date is unacceptable to the student, all monies paid to the Institute will be refunded within 10 working days of notice of the rescheduling.

Refund based on Student Request

A guide to refund amounts and conditions is provided in the relevant Administration Fees, Charges and Refund Schedules A and/or B attached to this policy, and is published on the Institute website and is also made available to overseas students as part of their Course Acceptance Agreement.

Approved refunds are payable less the amounts indicated in the Schedules and any agent fees that may have been incurred by the Institute.

Overseas students who withdraw from or suspend their course may be eligible for a refund of any Overseas Student Health Cover (OSHC) fees paid and will need to contact the OSHC service provider. The amount refunded will be determined by the policies of the relevant OSHC provider.

Requests for Refund of Fees

Application for a refund of tuition fees in accordance with this Refund Policy and Schedule must be made in writing on the 'Application for Refund' form available from the Institute's administration department or the website, stating reasons and relevant details and supported by appropriate documentation where appropriate. This must be submitted to the Institute's Administration Department. The Institute will pay the approved refund amount *within 4 weeks* of receiving the written request. Payments of any outstanding debts to the Institute must be made before a refund will be processed. Refund applications will not be

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processed where the signature on the Application for Refund does not match the Student's signature or signature of the original payee or their authorised representative.

Approvals

All refunds must be approved by the Campus or State Manager or authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the General Manager or delegate.

Payment of Refund

Approved refunds are paid directly to the student or the person who made the payment, unless the enrolment has been made through an education agent when the refund may be made through the agent who enrolled the student. All refunds are made in Australian dollars, paid directly into the nominated bank account. For students from overseas the Institute reserves the right to make refunds payable to the student in their home country unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case the refund may be remitted to that institution.

The Institute will provide the student and/or employer with a letter detailing the outcome of the refund application, calculation and payment of the refund.

The student will be required to sign a Refund Authority form to authorise payment to their education agent or another third party.

Appealing Refund decisions

Students are referred to the Institute's Grievance Policy and Procedure available from the Institute office or from the Institute website if they wish to appeal the implementation of the Refund Policy.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

Assurance

The Institute protects students' fees by its insurance with the Australian Students Tuition Assurance Scheme (ASTAS) and Overseas Students Tuition Assurance Scheme (OSTAS).

All students and clients have the right to take action under Australia's consumer protection laws.

International students can obtain further information from the Australian Government brochure on Refunds for International Students:

http://aei.gov.au/AEI/ESOS/QuickInfo/Refunds_for_Students_pdf.pdf

Responsibility	General Manager
Policy Endorsed By	Continuous Improvement Committee
Endorsement Date	May 2011
Policy Complies with	AQTF 2010 and National Code 2007
Version Number	Revised Version 1.4

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APPENDIX A

Administration fees and charges

Students enrolled in Full Semester Fee-for-Service Courses not funded under Government Contract Training Arrangements

For Government Contract Training administration fees refer to Appendix B

- Short Course Fees, Charges and Refunds conditions are publicised separately for each course

Circumstance	MEGT Institute Policy	Circumstance	MEGT Institute Policy
Written notice of withdrawal provided 28 days or more before course commencement/new semester (or new term if on term payment plan) or in the event of a student's visa application being rejected #	Paid tuition fees are refunded, less \$250 administration charges (including when an initial visa is rejected).	Written notice of withdrawal provided less than 28 days before course commencement/ new semester (or new term if on term payment plan) #	Pre-paid unused fees are refunded, less \$250 administration charges and \$1000 withdrawal charge.
Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course #	No refund of the \$250 administration charges and the first semester fee. Any additional fees paid by the student (e.g. 2 nd semester fees) will be refunded in full.	Where a student does not return to their course after a semester or term break and subsequently provides notice of withdrawal from the course#	No refund of the \$250 administration charges and semester fee (or term fee if on an approved term payment plan)
Student commences in the course and completes any portion of a semester (or term) including where the student withdraws #	No refund of the \$250 administration charge and current semester fee (or term fee if on an approved term payment plan). Any unused portion for the future semesters or term based pre-paid tuition fees are refunded.	Reinstatement Fee – applicable to students who submit a written withdrawal and who within 21 days apply for and are reinstated into same course	\$250 administration charge for reinstatement. (The Supplementary Assessment fee may also apply if the student has missed set assessments)
The Institute refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay due fees.#	No refund of the \$250 administration charge and current semester fee (or term fee if on an approved term payment plan). Any unused portion for the future semesters or term based pre-paid tuition fees are refunded.	The Institute cancels the course before its expected end date	The balance of fees paid for that portion of the course not yet delivered will be refunded within 10 working days.
Institute cancels the course prior to course commencement	All monies paid to the provider will be refunded within 10 working days	Document Re-issue where the original document has already been provided to the student	Certificate \$50 Other documents \$20 Receipt Reprint \$20
Supplementary Assessment **	Theory unit re-sit - \$50 Practical unit fee is a subject to the individual assessment requirements	Resource and/or materials fees purchased by the Institute and consumed or transformed by students during the course.	Resource/ materials fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.
Unit repeat	Depends on each course - a per week charge applies	Change of course	\$100
External Appeal Fees	Domestic: External Appeal through ACPET - fees may apply. Overseas students access the Overseas Students Ombudsman free of charge	Any equipment/ property purchased either separately by the student or paid for as part of materials fees becomes the property of the student (eg text books, tools of trade) from the time of purchase.	Amounts paid for items retained by the student are not refundable when the student has received the item.
Course Fee Surcharge	An additional 5% surcharge is applied where course fee is paid by term-based instalment	Credit Transfer RPL assessment	No charge Fee on application
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider price list and refund policy	Photocopying Replacement Student ID	10 cents per page \$10

Overseas student refunds are calculated on the basis of the amount received from an education agent.

The education agent is liable to refund their commission portion to the student accordingly.

** Refer to Assessment, Grades and Re-sit Policy and Procedure for examples where this fee applies
(Fees and charges may be subject to change)



APPENDIX B

Fees, Charges and Refunds for Training conducted under Government Funded Training Contracts

Circumstance	MEGT Institute Policy	Notes
Pre-requisite Units of Competency	The Institute may charge the participant or employer for the delivery or assessment of pre-requisite units.	Government funding is not provided for delivery of pre-requisite units of competency. These must be completed prior to the start date of the Training Contract.
Fee for Service and additional employer contribution	All fee-for-service charges are disclosed to the employer at the time of the participant's enrolment.	In most States User Choice funding amounts are considered to be a contribution to the cost of training delivery. RTOs may negotiate additional fees contribution from an employer. This can be a full fee-for-service or a partial fee-for-service to cover additional charges and delivery costs beyond the government's contribution.
<p>Enrolment fees and tuition fees which apply to Australian Apprenticeship Training Contracts (including Traineeship) are calculated in line with State Government Contract Guidelines. These fees are invoiced to the student and/or employer after the training contract has been registered and training has commenced.</p> <p>A student undertaking Government funded training and/or their employer may request full details of the relevant State/Commonwealth fees and refunds policy prior to enrolment.</p> <p>Full or part fee exemption/concession is applied in accordance with each States funding guidelines. Fee exemption/concessions vary in each state, however, eligibility may apply to the following and others:</p> <ul style="list-style-type: none"> • Holders of a current Commonwealth Health Care Card or Pension Card • Veteran's Gold Card • Australian School-based Apprentices and Trainees • Other Centrelink benefit recipients (State variations) • Aboriginal and Torres Strait Islanders (State variations) • Severe financial hardship • Persons in receipt of AUSTUDY or ABSTUDY • Persons under 18 years of age • VET in Schools students • Diploma and Advanced Diploma of Children's Services (State variations) <p>Concessions may also apply to the dependant spouse or dependant child of a card holder.</p>	<p>Tuition fees are calculated in accordance with individual State Government Contract guidelines.</p> <p>Refunds and retained fees and charges are applied in accordance with individual State Government Contract guidelines.</p> <p>The Institute conducts internal audits and is subject to external audits to verify that its fees, charges and refunds policies and procedures are in line with relevant government funding and refund guidelines.</p> <p>Requests for refunds must be made in writing and submitted within the timelines specified.</p> <p><i>See notes column for more detailed information for each State</i></p>	<p>ACT: The Institute is required to charge trainees and apprentices a mandatory fee invoiced either to the participant in a minimum of two payments in each 12 month period or a single invoice if paid by the employer. Australian School-based Apprentices are exempt from this fee.</p> <p>New South Wales: The Institute is required to charge an administration/enrolment fee in line with the fees applied by TAFE NSW at that time. This fee is invoiced either to the student or the employer. Fee exemption or the applicable concession fee may apply to students deemed eligible under the TAFE NSW fees and exemption eligibility listing. If a student withdraws, by written notice, from government-funded training before training commences, the Institute may refund the administration fee. The TAFE NSW fee does not apply to existing worker trainees, school-based apprentices and school-based trainees who are covered by separate funding arrangements. Additional other charges may apply for resources/materials etc as per TAFE NSW guidelines.</p> <p>Queensland: State Government funding is based on priority groups. Funding for Existing Workers is limited to Priority One and Priority Four categories. Industry contributions may be charged to the employer where the government's contribution does not meet the full cost of training. Students (or their employers) are required to pay a Student Contribution Fee calculated at a fixed rate per nominal hour (as per State Government guidelines). Students eligible for partial exemption are charged no more than 40% of the Student Contribution Fee. No additional charges apply for provision of materials essential to achieving competence. Charges may apply for negotiated training plans tailored to specific needs and/or workplace customisation or customised material charges. Any additional student support service fees are indicated at time of enrolment and in this schedule. Where a student does not commence a Unit of Competency, the Institute must reimburse the student for all Student Contribution Fees paid in relation to that Unit. Where a student withdraws from a Unit of Competency after participating in the learning activity, the Institute will reimburse the student proportionately.</p> <p>South Australia: In addition to government funding, the Institute may collect a fee per hour (as indicated in the SA Funding Agreement) for off-the-job training. No fee is payable from on-the-job students/clients. Full refund less an administrative charge (\$15) as per the State Government funding contract applies where the student withdraws before commencement of training in any or all modules/competencies. Partial refund of 50% less an administrative charge as per the State Government funding contract applies where the</p>

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		<p>student withdraws within 3 weeks of date of commencement of training for circumstances beyond his/her control. No refund is granted after 3 weeks of the date of commencement of delivery of training in the module/competency.</p>
		<p>Tasmania: The Institute will charge an employer a fee to assist with the costs of training delivery to apprentices and trainees. Under the PPP Existing Worker Program, enterprises or individuals accessing this training are required to make a Contribution to the training based on State contract rates. Enterprise contributions are based on the size of the organisation. Job Seeker Program Participants are not charged any fees. Refund of the Participant Contribution is made only if the student cancels prior to the commencement of training.</p> <p>Victoria: Tuition Fees are calculated according to the Victorian Ministerial Directions for the amount per scheduled hour based on the course classification, subject to concessions and exemptions. Additional fees and charges may apply for the actual cost of materials and services. Refunds: If a student withdraws, by written notice, from government-funded training at any time up until 4 weeks after the scheduled commencement date the provider must refund the tuition fees paid in respect of the enrolment in excess of the minimum fee*, and any other fees and charges paid by or on behalf of the student. Withdrawal from only part of an enrolment requires refund of only the portion of the tuition fee and materials applicable to that part. Fee-for-serve charges are based on full cost recovery. *The minimum fee is as per the Government Fee Schedule.</p> <p>Western Australia: Students (or their employers) are required to pay a course fee based on the number of hours per unit as per State Government guidelines, with a maximum charge applicable, or a flat fee for access and bridging courses. Concession rates apply to eligible persons as per the State Government fees guidelines. Students enrolling in RPL pay 50% of the prescribed unit fees. Resource fees may be charged to cover materials purchased by the RTO and consumed or transformed by students during their course, including internet charges. Any equipment/property to be retained by the student as his/her own property is purchased separately by the student. Requests for refunds must be lodged within two weeks of the official withdrawal date. Students who withdraw in writing prior to or within four weeks of commencing their training or unit of study, or before 25% of delivery has been concluded (whichever is sooner) will be eligible for a full refund of their course fee and 50% of the resource fee paid. A full refund is payable to a student who accepts an offer to a university.</p>
Under some government sponsored funding agreements, participant and/or employer contributions are made to an individual's training.	Refunds and retained fees and charges are in accordance with individual State/Commonwealth Government Contract directions and guidelines. See notes column for more detailed information	Tasmania: PPP Existing Worker Participant Contribution is equivalent to a % of the tendered price as per funding agreement. This contribution is not refundable. PPP Job Seeker program participants are not charged any fees.
Institute cancels the course prior to course commencement	All monies paid to the provider by the participant or employer will be refunded within 10 working days	This applies to all fees paid up-front in all States.
Additional fees for cost of goods or materials to be retained by a student.	The student is permitted to use equivalent goods or materials which they obtain from another source.	These fees are not applied in all States/Territories dependent upon State Government Contracts

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RPL (Recognition of Prior Learning) assessment fee	Fee on application	Charges may vary based on State Government fees and charges guidelines, but where combined with training being undertaken, the combined fee for RPL and training will not exceed the maximum fee chargeable.	
RCC (Recognition of Current Competency) if required by a licensing authority to ensure competency is being maintained	Fee on application	RCC fees only apply where a review against current competency is required by an external party. The fee for RCC will be the same rate as a fee-for-service course proportionate to the unit/s unless otherwise indicated by State Government fees and charges guidelines.	
Re-mark of assessments where a candidate received a 'Not Yet Competent'	Theory unit re-sit - \$50 Practical unit fee is a subject to the individual assessment requirements	This fee is applied at the discretion of the Institute and may be waived where the candidate achieves an outcome of 'Competent' on the re-marking of the assessment.	
Incidental Charges & Supplementary Assessments	Examples of incidental charges include: Re-marking of assessment	Some State Government guidelines allow for additional incidental charges. Full details will be provided on application for the service.	
Institute cancels the course prior to course commencement	All monies paid to the provider will be refunded within 10 working days	The Institute cancels the course before its expected end date	The balance of fees paid for that portion of the course not yet delivered will be refunded within 10 working days, unless individual State guidelines specify a full fee refund.
Document Re-issue where an original with signature is required – eg re-issued Certificate	\$50 which is based on the guidelines of the lowest State Government fees for certificate reissue(ie WA)	Re-print of receipt , transcripts and other documents	\$20 per document
External Appeal Fees	Domestic: External Appeal through ACPET - fees may apply.	Replacement Student ID	\$10
Credit Transfer	No charge	Photocopying on campus sites	10 cents per page