

## **REFUND POLICY**

<b>Purpose</b>	This procedure has been developed to ensure that MIMT provides refunds to all eligible individuals
<b>Responsibility for implementation</b>	The Campus Manager is responsible for ensuring that this process is followed and that individuals are provided a refund if eligible
<b>When</b>	Informing students of this policy prior to enrolment and when a Withdrawal Application is received.
<b>Policy/ Process</b>	<p>Where MIMT collects fees from the individual student, either directly or through a third party, MIMT directs the student to this information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:</p> <ul style="list-style-type: none"> <li>all relevant fee information including: <ul style="list-style-type: none"> <li>fees that must be paid to MIMT, and</li> <li>payment terms and conditions including deposits and refunds</li> </ul> </li> <li>the student's rights as a consumer, including but not limited to any statutory cooling-off period.</li> <li>the student's right to obtain a refund for services not provided by MIMT in the event the: <ul style="list-style-type: none"> <li>arrangement is terminated early, or</li> <li>MIMT fails to provide the agreed services.</li> </ul> </li> </ul>
<b>Cooling Off Period</b>	A cooling off period of two (2) business day applies from submission of the reservation form to the MIMT
<b>General Refund Policy</b>	<p>Refunds are granted according to each individual's enrolment e.g. full fee paying, government funded and so forth.</p> <p>All withdrawals must be provided to MIMT in writing. Please refer to the Withdrawals and Course Cancellation Process located on MIMT's website.</p> <p>A full refund of any reservation and/or tuition fees paid (less a \$50 cancellation fee) will be provided if the student cancels from the course with 30 days or more notice prior to the course commencement.</p> <p>A partial refund will be provided if written notice has been received:</p> <ul style="list-style-type: none"> <li>Less than 30 days' notice prior to the course commencement (less the \$495 reservation fee which is non-refundable at this point of time) – for any tuition fees that have been paid</li> <li>Withdrawal notice is received <u>within</u> 2 weeks (full-time) or <u>within</u> 4 weeks (part-time) after the scheduled commencement date of the course (less the \$495 reservation fee and tuition fees for any incomplete subjects or units of competency that you have withdrawn from)</li> </ul> <p>No refund applies if notice of withdrawal is received 2 weeks (full-time) or 4 weeks (part-time) <u>after</u> the scheduled commencement date of the course</p> <p>If MIMT is unable to provide services for which the student has prepaid, then:</p> <ul style="list-style-type: none"> <li>The student will be placed in an equivalent course such that <ul style="list-style-type: none"> <li>The new location is geographically close to where the student had been enrolled, and</li> <li>The student receives the full services for which they have</li> </ul> </li> </ul>

	<p>prepaid at no additional costs to the student or,</p> <ul style="list-style-type: none"> <li>• If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered</li> </ul> <p>In the event that MIMT closes or ceases to deliver any training product that the student is enrolled in, MIMT will assist in the transfer of a student's course of study to an equivalent course of study so that the student is not disadvantaged.</p>
<b>VET Student Loans Refund Policy</b>	<p>This section applies to students who are, or would be, entitled to a VET Student Loan. Please refer to the Withdrawals and Course Cancellation Process located on MIMT's website.</p> <p>A full refund of any reservation and/or tuition fees paid (less a \$50 cancellation fee) will be provided if the student cancels from the course with 30 days or more notice prior to the course commencement.</p> <p>In the instance a student <b><u>withdraws on or before the census date</u></b> for a unit of study, 100% of the tuition fees will be refunded to the student and the student will not incur a VET Student Loan debt (less the \$495 reservation fee which is non-refundable)</p> <p>In the instance a student <b><u>withdraws after the census date</u></b> for a unit of study, no refund of the reservation and tuition fees is applicable and the student will incur a debt under their VET Student Loan.</p>
<b>Transferring between course intakes</b>	<p>If the individual has provided 30 days or more notice prior to the course commencement that they wish to transfer to another course intake, funds that have been paid will be held in credit until the student returns. (This is only valid for a period of 12 months. If the student wishes to return after 12 months, then standard fees will apply).</p> <p>If the Individual has provided less than 30 days' notice prior to the course commencement date that they wish to transfer, a re-enrolment fee of \$359 is payable prior to the next intake.</p>
<b>Course Cancellation</b>	<p>Should MIMT cancel or no longer be able to provide the agreed services of the course at any time during the period of the student's enrolment, the tuition fee will be adjusted to the fee payable for units/subjects commenced prior to the course being withdrawn and a partial refund will be provided where applicable.</p>
<b>Definition of ASTAS for Students</b>	<p>ACPET offers tuition assurance protection to students in the event that a student is unable to complete a course as a result of the insolvency of a Registered Training Organisation (RTO).</p> <p>Tuition Assurance relates to that portion of a student's tuition fees that were paid in advance of that tuition.</p> <p>The Scheme offers two choices. When an RTO ceases to trade, students can request to continue their study in a comparable course with an alternative provider, or to discontinue with their studies and obtain a refund for the fees prepaid but unutilised. The ASTAS is underpinned by an Insurance Policy and all refunds are carried out in accordance with this policy.</p> <p>The Insurance Policy does not provide for the full refund of all fees as at the date of payment of those fees. Rather, the policy operates based on the effluxion of time, from the commencement of your enrolment to your expected completion date.</p> <p>The policy will pay out the proportion of your course fees, calculated from the</p>

	<p>date of your provider's insolvency. That is, the proportion of unutilised fees left as at the date of insolvency.</p> <p>This effectively means that if you paid 100% of your course fees in advance and are half way through the time agreed for your course, you would receive 50% of your fees, subject to the other terms and conditions in the policy.</p>
<b>Reservation</b>	<p>MIMT reserves the right to amend or change any of its courses, prices, terms, conditions and policies; accept, reject or defer any application or student. MIMT reserves the right to adjust timetables or re-schedule courses. <b>Please note where a student breaches MIMT policies and procedures, no refund is payable.</b></p>
<b>Processing and Payment of Refunds</b>	<p>Withdrawals applications will be processed and applicable refunds paid within 20 working days on receipt of the withdrawal form.</p>
<b>Related Policies</b>	<ul style="list-style-type: none"> <li>• Withdrawals and Cancellation Process</li> <li>• VET Student Loans Re-Crediting and Review Process</li> </ul>
<b>Related documents</b>	<ul style="list-style-type: none"> <li>• Student Enrolment Information Handbook</li> <li>• Course Outline Brochures</li> <li>• Website information &amp; publications</li> <li>• Course Price Guide</li> <li>• Course Information Manuals</li> <li>• Withdrawal Form</li> </ul>