

## REFUND POLICY

<b>Purpose</b>	This procedure has been developed to ensure that MIMT provides refunds to all eligible students
<b>Responsibility for implementation</b>	The Chief Executive Officer is responsible for ensuring that this process is followed and that students 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 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 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 on a case by case basis subject to the student's enrolment type e.g. full fee paying or government funded.</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> <hr/>
<b>Refund of reservation fee</b>	<p>If a student withdraws from the course in writing with 30 days or more notice <b>prior</b> to the commencement of the course, a full refund the reservation fee (less a \$50 cancellation fee) will be provided.</p> <p>If a student withdraws in writing <b>within</b> 30 days prior to the course commencing or <b>after</b> the course has commenced, the student is <b>not</b> entitled to a refund of the reservation fee.</p> <hr/>
<b>Refund of tuition fees</b>	<p>If a student withdraws from the course in writing with less than 30 days' notice <b>prior</b> to the course commencement, a full refund for any tuition fees paid will be provided.</p> <p>If a student withdraws in writing <b>within</b> 2 weeks (full-time) or <b>within</b> 4 weeks (part-time) after the scheduled commencement date of the course, a partial refund will be provided only for subjects or units of competency that they have <b>not</b> yet started. A refund <b>will not</b> be provided for incomplete subjects or units of competency that the student has commenced but withdrawn from.</p> <p>No refund applies if notice of withdrawal is received 2 weeks (full-time) or 4 weeks (part-time) <b>after</b> 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 prepaid at no additional costs to the student or,</li> </ul> </li> <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 student 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 Student 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>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 related 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>

**Related documents**

- Student Enrolment Information Handbook
- Course Outline Brochures
- Website information & publications
- Course Price Guide
- Course Information Manuals
- Withdrawal Form