

## REFUND POLICY

<b>Policy owner</b>	Executive Management Committee
<b>Policy category</b>	Operational
<b>Policy status</b>	Approved
<b>Approval body</b>	MIECAT Council
<b>Last amended</b>	16 <sup>th</sup> May 2023

## PURPOSE

This document sets out the policy and procedures concerning refunds at the MIECAT Institute.

## SCOPE

This policy applies to all students and candidates in MIECAT accredited academic programs.

## POLICY AND PROCEDURES

### 1. Payment of fees

- 1.1 Payment for all fees should be by direct payment (EFT) or online via link on Tax Invoice by debit or credit card.
- 1.2 Upon payment of the MIECAT Enrolment Fee, the student's place will be secured in the course. This is subject to the student abiding to payment conditions outlined below. The completed enrolment form must be accompanied by an enrolment deposit of \$250.00. This deposit will then be applied to your tuition fees upon reaching the first census date.
- 1.3 Unless applying for FEE-HELP, fees for courses must be paid in full, by census date.
- 1.4 Deferment is not permitted after the Census date in either semester.

1.5 Withdrawal after enrolment and after the Census date will result in no refund of the relevant semester's fees, unless special circumstances apply. A FEE-HELP debt will be incurred for all enrolled units of study and deferment is not permitted after the Census date in either semester. Enrolment deposit will not be refundable.

## 2. Total refunds

A total refund of fees will be made in the following circumstances:

- if an offer of a place is withdrawn by MIECAT all tuition fees are fully refundable;
- if MIECAT is unable to provide or ceases to provide the course for which the student has applied or is enrolled;
- if a student fails a pre-requisite and is thus not permitted to re-enrol in the next semester.

If written notice of student withdrawal (cancellation of enrolment or deferment) is received before course census date, course fees will be refunded in full. If a FEE-HELP loan has been applied for, no FEE-HELP debt will be incurred. Enrolment fees are non-refundable.

## 3. No refunds

A student who withdraws from a course after census date will not be eligible for a refund.

NOTE: Total or partial refunds may be given in exceptional circumstances, which prevent a student from continuing in a unit. These are exceptional circumstances that:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the unit of study in question; and
- make it impractical for the student to complete the requirements for that unit of study.

Documentary evidence must be provided.

## 4. Refund process

4.1 Any student who wishes to obtain a refund of fees should make application in writing to the Student Services Manager via email ([admin@miecat.edu.au](mailto:admin@miecat.edu.au)) indicating the grounds for the request and enclosing any supporting

documentation. If the student is not satisfied with a decision, appeals should be made in writing to the Director.

4.2 Where a student is dissatisfied with the reviewed decision, they may refer to the MIECAT Grievance Handling and Resolution Policy.

4.3 Written approval for refunds from the Student Services Manager is to be provided to the Accounts team in writing to [accounts@miecat.edu.au](mailto:accounts@miecat.edu.au). The following details are required:

- Student Name
- Original Invoice Number
- Original Invoice Date
- Unit Code & Description
- Amount to be refunded - Full or Part. Provide dollar amount. Eg: \$1250.00
- Date Refund to be given (note, weekly payments are on Tuesday)
- Student's Bank Details
- Account Name
- BSB #
- Account #
- Confirm email address for remittance advice

## RESPONSIBILITY FOR IMPLEMENTATION

Executive Management Committee, Finance team, Student Services Manager

## KEY STAKEHOLDERS

All students enrolled at MIECAT, Finance team, Student Services Manager

## SUPPORTING DOCUMENTS

MIECAT Grievance Handling and Resolution Policy

## VERSION HISTORY

Date of Issue	Version	Author	Summary of changes
16 <sup>th</sup> May 2023	1.0	J. Mitchell	Draft version for approval

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