



Refund Policy

(VET FEE-HELP
up-front payment)



Purpose

The purpose of this policy is to provide guidelines on MCI's refund policy for any up-front payment made by VET FEE-HELP enabled students.

Definitions

N/A

Scope

This policy applies to all VET FEE-HELP enabled students who paid up-front their VET tuition fees.

References

Standards for Registered Training Organisations 2015, Standard 5, Clause 5.3
Higher Education Support (VET) Guideline 2015, Clause 31
MCI's Re-crediting VET FEE-HELP balance Procedure

Responsibilities

The responsibility for implementing the requirements of this procedure rests with the Chief Accountant.

Procedure

1. Withdrawal from a VET unit of study / VET course of study

Students of Management Consultancy International Pty Ltd (Trading as MCI Institute) who wish to withdraw from a VET unit of study or VET course of study must complete Withdrawal Form.

2. Refunds

- a. In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of up-front VET tuition fees paid by the student for that unit will be refunded to the student.
- b. In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund of up-front VET tuition fees paid by the student is applicable.
- c. Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

3. Re-crediting VET FEE-HELP balance

A student who withdraws after the census date for a VET unit of study may apply for re-crediting their VET FEE-HELP debt due to the special consideration in line with the *Re-crediting VET FEE-HELP balance Procedure*.

Records

Refund records are kept in the Student Management System and MCI's Financial System

Key links

Forms and/or documents required for this procedure:

N/A

Document revision history and version control

Version	Summary of changes	Author	Approved by	Effective date
2.2	Focus of the policy changed. This Refund Policy applies only to VET FEE-HELP enabled students who paid up-front their VET tuition fees	Quality and Compliance Manager	Chief Accountant	09/06/2016