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# VET FEE HELP

## Frequently asked questions

### Can I continue to use VET FEE HELP in 2018 ?

**Unfortunately, VET FEE-HELP is no longer available.**

The FEE HELP loan scheme ceased on the 31st of December 2016 and was replaced by VET Student Loans which began on the 1st of January 2017, MCI Institute is Not a VET Student loan provider.

### Why am I being charged, when I didn't study or complete the course ?

#### Withdrawing and census dates

- If you fail a unit, or withdraw from a unit after the census date, you will still have to pay the tuition fees for that unit, regardless of whether you attended any classes, or you need to repeat the unit. If you used a FEE-HELP loan, you will incur a HELP debt.
- If you withdrew from a unit after the census date because you changed your mind, you are legally obliged to pay your HELP debt.

If you correctly withdrew from a unit of study by the census date, you will not have incur a debt for that unit. click this link [Withdrawal Procedure](#) to read the MCI's Withdrawal Procedure.

### How much is my HELP debt ?

#### Contact the Australian Tax Office

HELP debt repayments are managed by the ATO. For information about your HELP debt, you can call the ATO on 13 28 61 to request a HELP account information statement. This statement will show your HELP debt, the amount of indexation that has been applied to your debt, any repayments you have made, and the amount you have left to repay. The ATO will ask you for your tax file number (and some other personal information) before giving you any information.

### I don't remember signing up for a course with MCI Institute

Perhaps because it was some time ago you may not recall participating in your course. MCI Institute ensured that all Students:

- Completed an enrolment form and or a request for VET FEE HELP assistance form.
- Were contacted frequently after enrolment.
- Had access and were using our eCampus (eLearning website)
- Received Fee-Help Invoices and FEE HELP Commonwealth Assistance Notices.

You would Not have incurred a FEE HELP debt without one or more of the above occurring.

### Can I continue in my studies if I am no longer eligible for FEE HELP ?

You can continue your studies as a fee for service student, with payment plans available MCI Institute would love you to continue your studies with us and we have a few options for those who would like to return as fee for service students. We can arrange a payment plan if required

### What can I do if I don't agree with my HELP debt ?

Complaints, Grievances and Appeals procedure

If you believe you have grounds for a complaint, please click this link [Complaints, Grievances and Appeals Procedure](#) and read our procedures, Once you have read our complaints procedure, click this link [Complaints form](#) and complete the Complaints form.

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