

Student Refund Policy and Procedure

Purpose:

This policy and procedure aims to assist MGIT Staff in assessing, managing and processing fee-paying student request for refund.

This policy and procedure information will be made available in the following medium;

- Enrolment Application Form
- Letter of Offer/Acceptance
- Student Handbook
- MGIT Website

Scope:

1. International Students and Fee Paying Domestic Students (**for VET Fee Help Students please refer to MGIT Refund and Review Policy**).
2. MGIT Admission Staff
3. Accounts Officer

Policy:

Fee Paying Student other than International Student

1. All student requests for a refund must complete and submit the completed refund request form. The Refund Request form is available to download and print at <http://www.mgit.edu.au/forms/>
2. A refund is applicable if MGIT is unable to deliver the course on the agreed date, thus entitling the student 100% refund of the course fee, the enrolment or administration fee is non-refundable.
3. A refund is applicable if MGIT cease to continue the course, any unused tuition fee will be refunded to student.
4. A refund is not applicable to a student who mislead, provided false information in their application or during their course of study, where student enrolment was cancelled or terminated due to misbehavior, collusion or fraud.
5. Once the refund request has been accepted the refund will be made payable within 28 days to the nominated account of the student.

- a. All paid material fees will be refunded if the student return the resources in their original state or condition, e.g. Student work placement uniform that is evident that it had not been worn with the tag and packaging still intact.

International Student

1. An international student is entitled to a refund of tuition fee (administration or enrolment fee will not be refunded) if MGIT defaulted by;
 - i. Not delivering the course on agreed date without prior notification (100% of the tuition fee is refundable)
 - ii. Cease to continue to deliver the course (unused tuition fee will be refunded)
 - iii. Cease to operate as an RTO (unused tuition fee will be refunded)
2. Student will be entitled to a refund of 100% of the tuition fee if MGIT receives the request for refund 28 (or more) days before course commencement, enrolment or administration fee will not be refunded.
 - I. All refund request receive after the commencement of the term will be paid according to the unused tuition fee calculated per week
 - II. All material fees will be refunded if the student returns resources in their original state or condition, e.g. Student work placement uniform that is evident that it had not been worn with the tag and packaging still intact.
3. If the student visa has been rejected prior to the student commencing the course, 100% of the course tuition fee with the exception of enrolment or administration fee will be refunded.
4. If student visa has been rejected and the student has already commence the course, upon receiving the student request of refund, MGIT will refund the unused portion of the course from the date of notification.
5. Special and compelling reason/s: a student may be eligible for a course refund under the category of special and compelling reason/s such as;
 - I. Medical circumstances with medical report stating the student will not be able to cope with the course load due to medical reason. The medical report must come from the attending physician or specialist.
 - II. Carer's responsibility - caring for a sick or terminally ill immediate family member
 - III. Student experiencing severe physical &/or mental trauma



Note: Student will have to provide verifiable supporting documentation in order to be eligible for request for refund application - please refer to MGIT Provision of Acceptable and Verifiable Documentation Guidelines.

6. International Student is not eligible to a refund if student defaulted in the following manner;
 - i. If the international student provided false information in their application or during their course of study, where student enrolment was cancelled or terminated due to misbehavior, collusion or fraud. Please refer to MGIT Student handbook.
7. Student will be notified via email within 5 working days of the decision made for the eligibility of refund. **MGIT student can avail of our Complaints, Grievance and Appeal provision if they do not agree with MGIT decision regarding their request for refund.**

Procedure:

Student:

1. Student must read and understand the MGIT Student Refund Policy and Procedure
2. Student must complete and submit the Student Refund Request Form
3. Student must kept a copy of the completed and submitted form for their own records.

Admission Department:

1. Upon receipt of the student refund request form, Admission department must process the application within 5 days of receiving the request
2. Admission Department will notify student result of the refund request And remission of refund monies (if applicable) to the student nominated account.