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## Policy Overview

Marjorie Milner College (MMC) employs the following policy to ensure a clear understanding of payment options and terms, and the withdrawal processes in regard to tuition fees.

At the pre-enrolment stage prior to commencing a course a student signs a “Statement of Fees” and this is emailed to them. In the Pre-Training Review Process students tick that they have received this email. Students are made away of course fees prior to entering a course. Fees are also predominately displayed on the College’s website.

Course fees are paid at the start of training or monthly for full fee paying students. Part of the course fees are a non-refundable education amenities fee. Any student whose fees are outstanding for more than fourteen days may be asked to leave the class until the account has been settled.

### Legislative Rationale

This policy addresses the requirements specified under Standard 5 and 7, Clause 5.1 – 5.3, 7.3 of the *Standards for Registered Training Organisations (RTOs) 2015, 2022 Standard VET Funding Contract* and the *2022 Guidelines about Fees, Skills First Program*.

## Overview of the Refund Policy:

If a student wishes to apply for a refund, they must complete a ([Appendix 1.11](#)) [Refund Application](#) form and ([Appendix 1.9](#)) [Withdrawal form](#). If the student wish to withdraw from the qualification but have passed the refund eligibility period (30 days), the student is still required to submit ([Appendix 1.9](#)) [Withdrawal form](#). Both forms are available from the website or Student Services Office. Once the student completes the above forms they can be emailed, posted or handed directly to the Student Services Manager.

## Refunds:

- Tuition fees/charges for eligible Skills First students are invoiced at the commencement of training.
- Fee-for-service students will be required to pay no more than \$1000 on the day of commencement. They will then be required to pay no more than \$1000 per month until the full cost of the course is paid. Students will be provided with a fee schedule with breakdowns of amounts and due dates.
- Any student whose fees are outstanding for more than **fourteen (14)** days may be asked to leave class and return once payment is settled. At MMC's discretion a student's enrolment may be terminate if payment is not made.
- If a eligible student wishes to withdraw from a Skills First program they are required to submit a refund application form and withdrawal form within thirty (30) days of commencing their studies. If these are submitted within this period the student will be entitled to a partial refund of fees, **excluding the non-refundable student educational amenities fee (up to \$1000)** and any pro-rata hours you have completed during your first 30 days of study. **If a student has been enrolled for a period of more than 30 days, they are no longer eligible for a refund.**
- Fee for service students that have been enrolled for more than 30 days are no longer eligible for a refund of fees paid.
- If Marjorie Milner College cancels a government funded course during the period of a student's enrolment, it must provide a full refund including the pro-rata portion of any compulsory non-academic fees and any fees for materials that have not been used in the course prior to the date of cancellation.
- If a student withdraws from only part of a course or if only part of a course is cancelled, MMC need only refund the portion of the tuition fee and materials fee applicable to that part of the course.
- If a student does not undertake tuition in part of a government funded course because of recognised prior learning (RPL), in respect of that part of the course, MMC must refund an amount equal to the difference between:
  - The tuition fee which has been paid;

### Refund Process

To apply for a refund you need to:

Complete a Withdrawal Form (if a student has commenced studies) and a Refund Application Form.\*

Return both forms to Student Services within thirty (30) days of commencement.

The students refund will be processed in accordance with the refund policy, ten (10) business days and written acknowledgement given of the outcome

\*Both forms are available from student services and the MMC website [www.marjoriemilner.edu.au](http://www.marjoriemilner.edu.au)

## Refunds continued...

Marjorie Milner College does not request payment in full at the commencement of any accredited course. A payment plan is negotiated with each student. Monthly payments are requested until the full amount is paid.

- ❖ Fee for service students will be required to pay no more than \$1000 on the day of commencement. They will then be required to pay no more than \$1000 per month until the full cost of the course paid. Students will be provided with a fee schedule with breakdowns of amounts.

Please note: For Apprentices, employers are permitted under legislation to pay any suitable amount and are not restricted in the amount they pay at any one time for their apprentices training.

If a student wishes to withdraw from a Fee-for-service course, they must inform the college by use of a withdrawal form (Appendix 1.9) or in writing addressed to the college. If they inform the Principal in writing within 30 days of commencing their studies, they are entitled to a partial refund of their fees, excluding the non-refundable Educational Amenities fee. A pro-rata refund may also be considered based on any materials or course costs that have been incurred up to the date of withdrawal. If a student has been enrolled for more than 30 days, they are no longer eligible for a course fee refund. If a student is up to date with their payment plan no further payments will be required from that student.

If a student wishes to withdraw from a Fee-for-Service course that has been paid in its entirety outside of the 30 day commencement period, they will forfeit this payment.

If Marjorie Milner College cancels a Fee-for-Service course during the period of a student's enrolment, it must provide a refund on a pro-rata proportional basis.

If a student withdraws from only part of a course or if only part of a course is cancelled, MMC need only refund the portion of the tuition fee to that part of the course.

## Apprenticeship Training (Including Tasmania)

Apprentices are subject to the same withdrawal processes as students under the eligible individuals under the Skills First Program. If an employer or other third party to the student has been making payments or paid for an apprentices studies they will be the eligible recipient of any refund.

## Education Amenities Fee

Each qualification at Marjorie Milner College has a compulsory, non-refundable, Education Amenities Fee. This fee will be charged upon commencement at the College ie. The start of the course.

The Education Amenities Fees covers students for all the costs of purchasing goods or materials to be used by students in their course of training. Examples are class materials, safety equipment, tools, scales, etc. This fee also includes all consumables such as products required to complete practical assessment tasks. A portion of a student's resources from the college may be included within this fee, some exclusions apply.

## Refund Procedure

Students wishing to obtain a refund must complete a Refund Application Form (Appendix 1.11), available the MMC website or alternatively can be requested from the Student Services Manager or CEO/Principal of the college. Once a student has completed these forms they will be required to return

it to the Student Services Manager for consideration. If a student is withdrawing from their studies in addition to requesting a refund, they must also complete a Withdrawal Form (Appendix 1.9) following the same process as above.

Applications are considered in accordance with the guidelines of this policy and refunds will be processed within 10 business days of receiving the completed form.

