

P28 Refund Policy

Purpose

The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

Responsibility

The CEO (or delegate) is responsible for reviewing the refund requests. The accounts department is responsible for processing them.

Procedure

1. Refund application requests must be made in writing using the F23_Refund Request Form provided at Central Melbourne Institute, or alternatively, the refund request form may be downloaded from the website (www.cmi.vic.edu.au) or requested via email from admission@cmi.vic.edu.au
2. Completed forms must be submitted to the administration department.
3. The Accounts department will process any approved refund amount (if applicable) based on the circumstances listed in the table below.
4. Refund will be made (within 14 days) directly to the account stated in the refund request form and the student will be informed about the same via an email.
5. If the student is not eligible for any refund, based on the circumstances as stated in the table below, the student shall be informed of the same in writing.
6. Any refund given will be recorded in CMI's Student Management System so that each student's financial status is known.
7. Refunds will only be given to the student listed on the written agreement or to the original payer.

FEE REFUND CONDITIONS	REFUND APPLICABLE <i>This applies to all students at Central Melbourne Institute</i>
1.0 Provider Default	
<p>Provider default is applicable in the following situations.</p> <ul style="list-style-type: none"> i The course does not begin on the agreed commencement date, or ii The course ceases to be provided at any time after it commences but before it is completed, or iii The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason. 	<p>In the unlikely event that the CMI is unable to deliver your course in full, you will be offered a refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows:</p> <ul style="list-style-type: none"> ▪ The refund amount = <i>weekly tuition fee x the number of weeks in the default period</i> <ul style="list-style-type: none"> a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7 <p>The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course offered by the Institute at no extra cost. You have the right to choose whether you would prefer a refund of tuition fees, or to accept a place at another institute. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course, the Tuition Protection Service will be accountable for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another institute which will accept them into an alternative course</p> <p>REFUND PROCEDURES:</p> <ul style="list-style-type: none"> ▪ The student is required to supply, in writing, to the Institute the nominated method of re-imburement. ▪ The money will be refunded to the student within 14 days after the written request is

	received and approved.
2.0 Visa refused before course commencement	
2.1 In the event where student's initial visa is not granted.	<p>In the event that the student's visa has been refused, the refund amount shall be calculated as follows :</p> <ul style="list-style-type: none"> ▪ The refund amount = the total tuition fee minus 5% of the tuition fee received up to a maximum of \$500 ▪ The total tuition fee also includes any non-tuition fee paid. <p>REFUND PROCEDURES: A written request for refund and proof of visa refusal from the Australian Government must be sent to the Institute no later than four weeks after visa refusal.</p>
2.2 In the event where a student enrolls in a Package Program and the first course has commenced and the student visa is refused before the commencement of second course.	<p>The refund amount will be calculated for the student for the commenced course as follows:</p> <ul style="list-style-type: none"> ▪ The refund amount = <i>weekly tuition fee x the number of weeks in the default period</i> where <ol style="list-style-type: none"> a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7 <p>If the student has paid any tuition fee for the second course, the refund will be calculated as:</p> <ul style="list-style-type: none"> ▪ The refund amount = the total tuition fee minus 5% of the tuition fee received up to a maximum of \$500 <p>REFUND PROCEDURES: A written request for refund and proof of visa refusal from the Australian Government must be sent to the Institute no later than four weeks after visa refusal.</p>
2.3 No proof of refusal from the Australian Government.	Refund will not be granted
3.0 Visa refused after commencement date	
3.1 In the event that a student's visa is not granted and the course has commenced.	<p>The refund amount = <i>weekly tuition fee x the number of weeks in the default period</i></p> <ol style="list-style-type: none"> a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7 <p><i>Tuition fee does not include any non-tuition fee that might have been paid by the student.</i></p>
4.0 Cancellation before commencement date	
4.1 In the event that the student cancels their enrolment and requests a refund in writing 10 weeks or more prior to the course commencement.	A 70% refund of monies paid for tuition fees will be issued to the student.
4.2 In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement.	A refund of 50% of monies paid for the tuition fees will be issued to the student.
4.3 In the event the student requests a refund in writing 5 full weeks or less prior to course commencement	No refund will be issued.
4.4 If a student requests to defer to any following intake/s before the commencement of the course initially applied for due to personal reasons.	There will be no refund of monies paid towards initial deposit.
5.0 Cancellation on or after commencement date	
5.1 Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences.	No refund will be issued which includes all monies paid to Institute for Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board.
5.2 There is a student default due to any of the following reasons. <ol style="list-style-type: none"> i. The student failed to pay an amount he or she is liable to pay in order to undertake the course. ii. The student breached a condition of his or her student visa. iii. Misbehaviour by the student 	No refund will be issued to a student either before or after commencement of course.
5.3 If a student fails to attend a course after the start of the Course.	No refund will be issued which includes all monies paid

	to Institute.
5.4 In the event that the student seeks and is granted approval by Institute to transfer to another provider prior to completion of six months study of the principal course.	No refund will be issued of any course money paid in advance.
5.5 If a Student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.	No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for tuition fees due and payable to the institute for services already rendered.
5.6 If a student abandons their course.	No refund will be issued and all outstanding fees are payable to the Institute
6.0 Conditions	
6.1 At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence, if the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.	
6.2 Fees not listed in this refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.	
6.3 If a student withdraws after any number of deferrals. The date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the institute refund policy and other related policies	