

AUDIENCE	INTERNAL <input checked="" type="checkbox"/>	EXTERNAL <input checked="" type="checkbox"/>
POLICY ID	EDN-018D-POL – Fees, Charges and Refund Policy Domestic Education	
RESPONSIBLE OFFICER	Manager Domestic Education	
CONTACT OFFICER	Administration Team Leader	
ENDORSED BY	Manager Domestic Education	
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VERSION	1	

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1. Introduction

1.1 Purpose

MEGT Education (MEGT Institute) ensures potential clients and students are made aware of course fees, charges and refunds before accepting an enrolment application. This Policy and Procedure establishes a framework and associated guidelines around MEGT Education’s obligations and responsibilities relating to fees, charges and refunds for domestic students.

2. Scope

This policy applies to tuition fees, non-tuition fees (material fees, administration fees etc.), charges and refunds applicable to the provision of training to domestic students. This includes students undertaking training under government funded programs, and students and clients paying full fees.

MEGT (Australia) Ltd

ABN 85 006 266 280
RTO Provider Code 3945
CRICOS Code 02517K

Campuses

Sydney City Campus NSW
Melbourne City Campus VIC
Trade Skills Centre VIC

Offices across Australia

Victoria New South Wales Tasmania
South Australia Western Australia
Queensland Australian Capital Territory

13 6963



3. Legislative Context

This policy satisfies the Standards for Registered Training Organisations (RTOs) 2015 and the Competition and Consumer Act 2010 (Commonwealth) Australian Consumer Law.

4. Definitions

ACL: Australian Consumer Law

ACPET: The acronym for the Australian Council for Private Education and Training

ASQA: The acronym for the Australian Skills Quality Authority, the national VET Regulator.

ASTAS: The acronym for Australian Student Tuition Assurance Scheme.

Domestic Student: A student of MEGT Institute who is an Australian Citizen or a permanent resident of Australia or a NZ Citizen or a permanent resident of New Zealand, who has the right to live and study in Australia as a domestic student.

MEGT Education: Is comprised of MEGT Institute domestic students.

MEGT Institute: The RTO under MEGT (Australia) Ltd trading as MEGT Institute.

PPE: Personal Protective Equipment such as safety boots, eye and hearing protection, high visibility clothing, hard hat, etc.

Standards for RTO's: Regulatory standards for training providers and regulators.

Training Contract: Applicable to students undertaking a Traineeship or Apprenticeship.

VET: Vocational Education and Training.

5. Policy Statement

MEGT Education will ensure that fees, charges and refunds are collected and administered in accordance with the provisions of applicable legislative and contractual requirements. This policy is available to current and prospective students on the MEGT Institute website.

6. Procedure

6.1 Notification of Fees and Charges

Fees and charges are advised to MEGT Education students and prospective students prior to, or at the time of enrolment.

MEGT Education lists fees and charges in course promotional materials, accompanying fee appendices, the MEGT website, Statement of Fees, funding applications and pre-course invoices.

Full or part fee exemption/concessions are applied in accordance with the funding guidelines.

Fee for service costs apply where government funding and/or concessional fees are not available.

Students (and/or their employers) engaged in training which is funded by the State or Commonwealth Government are made aware of the funding that is provided by the Government, as well as any additional fees applicable such as Tuition fees and Non-Tuition fees including administration charges, material and resource fees.

All Tuition and Non-tuition fees associated with students under a training contract and /or accessing government subsidised training are based on State Government funding and fee guidelines.

The Institute may charge the participant or employer for the delivery or assessment of pre-requisite units.

Recognition of Prior Learning will be charged as per the published fee.

Tuition and enrolment fees are non-transferable to other students or other institutions. A fee payment plan is available to students, if allowable under the terms of the state and/or Commonwealth funding agreement. Payment terms are aligned to courses and may vary depending upon factors such as length of course, student cohort, delivery location, State and Commonwealth Government contract guidelines, eligibility etc. Minimum monthly payments are required.

6.2 Non-tuition Fees

Non-tuition fees may include an administration fee, enrolment fee, material and fees, PPE, text books, copies of academic reports, change of enrolment, assessment re-sit fees. Domestic students (and/or their employers) are advised of any additional material and/or resource charges that may apply, based on the individual enrolment, prior to enrolment. Any equipment/property purchased either separately by the student or paid for as part of Non-tuition fees becomes the property of the student.

6.3 Payment Terms

Tuition fees, Non-tuition fees, administrative charges or other charges as applicable, must be paid by the specified due date on the tax invoice.

Payment of the invoice is required, irrespective of the availability and/or receipt of government funding by an employer or student.

Payment can be made by EFTPOS, direct bank deposit, credit card.

Where a fee payment plan is provided to students, minimum monthly payments are required.

6.4 Non-payment of fees

If a student and/or an employer fails to pay all fees and charges by the due date, the student and/or employer is deemed to be an MEGT Education debtor.

Failure to pay the debt within fourteen (14) days of the original due date will result in the following, until the full amount is paid:

- i. Student will be suspended and unable to attend or participate in the course
- ii. Student will lose access to MEGT's resources, computer systems or online course
- iii. Student will not have access to enrolment record information or academic transcripts
- iv. Student will not receive a Statement of Participation (for non-accredited courses) or Certificate or Statement of Attainment for accredited courses.
- v. Student may have their enrolment cancelled.
- vi. Student will be reported under a breach of Training Contract (applicable to students in a Training Contract).

6.5 Debt Recovery

Fair and adequate recovery procedures are in place to manage the collection and recovery of monies. A debt recovery organisation may be engaged to recover money owed to MEGT.

6.6 Credits



Pre-payments and amounts transferred from one course to another, where approved by the Manager Domestic Education, will be credited to the student/client's account.

6.7 Refund based on Institute course deferment or cancellation

MEGT Education reserves the right to defer or cancel a course, change course start dates, or change course curriculum/programs at any time. Where MEGT Education cancels a course prior to the commencement date, all monies paid to MEGT Education will be refunded within ten (10) working days.

Where MEGT Education cancels a course before its expected end date, the balance of fees paid for that portion of the course not yet delivered will be refunded within ten (10) working days.

Where a course start date is deferred, and the new date is unacceptable to the student, all monies paid to MEGT Education will be refunded within ten (10) working days of the notification of the re-scheduled course.

Refunds will be made by electronic bank transfer only.

6.8 Refund following student withdrawal or cancellation

Students who withdraw or cancel enrolment and are eligible for a refund, as per state guidelines/regulations, will receive a refund in line with the following table.

The refund process will be triggered upon receipt of the withdrawal/cancellation form.

If deemed eligible, MEGT Education will pay the approved refund amount within 28 working days of receiving the signed cancellation/withdrawal form.

Where a student has an outstanding debt with MEGT Education, the refund will be applied to the debt in the first instance, with any remainder refunded to the student.

Circumstance	Refund
Written notice of withdrawal provided prior to course commencement Written notice of withdrawal provided within 28 days after course commencement	Paid tuition and non-tuition fees are refunded, less \$450 administration charge. The administration charge provides for the services delivered to the student and/or employer including one (1) or more of the following: pre-training review; LLN; skills recognition; enrolment process; induction; training plan development; training delivery; coaching; supervisor induction.
Withdrawal after commencement of training	Paid tuition fees are refunded for units not commenced, as a portion of the total number of units in the course, minus the \$450 administration charge. E.g where 2 units are completed out of 10 course units the refund = Tuition fee minus (2/10 * tuition fee) minus \$450. Where a unit has been commenced but not completed, no refund will be given. Details of all refunds are retained for audit purposes.



Whitecard – withdrawal	No refund
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6.9 Approvals

All refunds and credits are approved by the Manager Domestic Education, or authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the Manager Domestic Education, or delegate.

6.10 Payment of Refund

Approved refunds are paid directly to the student or the person who made the payment.

6.11 Appealing Refund decisions

Students and clients are referred to MEGT Education's Complaints and Appeals Policy and Procedure, on the MEGT Institute website. This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

6.12 Student Fee Assurance

MEGT Education does not accept fees of \$1,500 or more in advance payment.