

<b>AUDIENCE</b>	<b>INTERNAL</b> <input checked="" type="checkbox"/>	<b>EXTERNAL</b> <input checked="" type="checkbox"/>
<b>POLICY ID</b>	EDN-018-POL – ABILITY/MEGT Fees, Charges and Refund Policy – Non VET FEE-HELP	
<b>RESPONSIBLE OFFICER</b>	National Manager, Operations and Governance	
<b>CONTACT OFFICER</b>	National Compliance Coordinator	
<b>ENDORSED BY</b>	Continuous Improvement Committee	
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# 1. Introduction

## 1.1 Modification History

Version	Comments
3	Amendment due to Policy format change Clarification of refund provisions for International students (Appendix A)
5	Appendix A – updated wording to include NSW only - \$200 fee payable to MEGT applies (in NSW only) to reschedule student into the next organised Apply First Aid, Asthma & Anaphylaxis class, which is provided in a partnership arrangement with St John Ambulance.
6	Section 6.4 Non-payment of fees updated to include the \$100 late fee
7	Updated DIAC - Department of Immigration and Citizenship to DIBP - Department of Immigration and Border Protection
8	Updated DIBP Acronym to Department of Immigration and Border Protection
9	Amendment of Appendix A
10	Amendment of Appendix B
11	Updated footer to include updated CRICOS code
12	Alignment with the Standards for Registered Training Organisations 2015 Amendments to Appendix B to cover off QLD requirements Addition of Appendix C to cover off ABILITY English.
13	Appendix A amended
14	Appendix C amended
16	Appendix B amended in relation to QLD specific requirements
17	Appendix D created for short courses
18	Renamed Policy to include ABILITY
19	Revision of refund percentage
20	Deferred review date until second half of 2016
21	Provision for refund for QLD for the employer contribution and clear timeframes by which a refund must be processed for workplace delivery.
22	eLearning Manager title removed

## 1.2 Purpose

MEGT Education (MEGT Institute and ABILITY English) ensure potential clients and students are made aware of course fees and its Fees, Charges and Refund Policy before accepting an applicant for enrolment. This Policy, Procedure and Appendices establishes a framework and associated guidelines for MEGT Education's obligations and responsibilities in the management of fees, charges and refunds across the different cohorts of students.

## 2. Scope

The policy applies to administration fees, charges and refunds applicable to the provision of training including students undertaking training under government training contracts, under government subsidised schemes and students and clients paying full fees, and overseas students attending CRICOS registered VET and ELICOS courses. The exception to this policy is that a separate VET FEE-HELP Tuition Fee and Refund Policy covers students who meet the specified eligibility criteria for VET FEE-HELP assistance.

Eligible students for VET FEE-HELP should refer to the Australian Government website for further information and to MEGT Institute's website under Funding– VET FEE-HELP [\[LINK\]](#).

### 3. Legislative Context

This policy satisfies the requirements of Standard 3 of the National Code 2007 and Standards for Registered Training Organisations (RTOs) 2015.

### 4. Definitions

**ABILITY English:** The trading name of ABILITY Education Pty Ltd.

**ACPET:** The Australian Council for Private Education and Training.

**ASQA:** Is the acronym for the Australian Skills Quality Authority (the national VET Regulator)

**ASTAS:** Australian Student Tuition Assurance Scheme

**CoE:** Confirmation of Enrolment, issued to international students, via the Provider Registration and Student Management System (PRISMS)

**CRICOS:** The acronym for Commonwealth Register of Institutions and Courses for Overseas Students.

**Domestic Students:** Refers to 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

**ELICOS:** The acronym for English Language Intensive Courses for Overseas Students

**International students:** Interchangeable with the term Overseas student which are students holding a student visa issued by the Australian Government's Department of Immigration and Border Protection

**Initial Course:** This is the first course in a single course or in a combination of courses listed on each student's signed Course Acceptance Agreement (CAA).

**MEGT Education:** MEGT (Australia) Ltd, trading as MEGT Institute and ABILITY Education Pty Ltd, trading as ABILITY English.

**MEGT Institute:** MEGT (Australia) Ltd, trading as MEGT Institute.

**National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

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

**TPS:** The Tuition Protection Service, an initiative of the Australian Government to protect international students whose education providers are unable to fully deliver their course of study.

**VET:** Vocational Education and Training

**VET FEE-HELP:** Commonwealth study assistance loan programmes for eligible full or part -fee paying students (and subsidised Certificate IV students as part of the Certificate IV trials) and part of the Higher Education Loan Program (HELP). The programme is open to full-time or part-time students studying a diploma course or above (and some eligible Certificate IV qualifications as part of a trial) with an approved provider and covers part or all of the eligible applicant's tuition fees.

## 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 and the policy is made available to all current and prospective students on the MEGT Institute and ABILITY English websites.

## 6. Procedures

### 6.1 Notification of Fees and Charges

Fees and charges are advised to all MEGT Education students and prospective students prior to, or at the time of enrolment through the appropriate documentation. Payment arrangements 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.

MEGT Education advises its fees and charges in course promotional materials, on accompanying fee appendices, on the MEGT and ABILITY English websites, in the Agreement for Provision of Training, funding applications, in pre-course invoices, in the student Course Acceptance Agreement where applicable, and in the Schedule of Administrative Fees, Charges and Refunds applicable at the time.

Access to subsidised training varies from one State or Territory to another under State and Federal requirements simulating the individual's and training program's (qualification/skill set) eligibility. Fee for service costs apply where no subsidy or part subsidy and/or concession is available.

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

All tuition, administration, resource and material fees associated with students under a training contract and /or accessing government subsidised training are based on State Government funding and fees guidelines as applicable.

The minimum course fee payment period for a full-time study load for classroom based delivery is one semester (six months), unless the Course Acceptance Agreement (for international students and for some state funding models) or written invoice indicates otherwise.

Tuition and enrolment fees are non-transferable to other students or other institutions.

A tuition fee payment plan may be offered or granted to students, if allowable under the terms of the State/Territory or Commonwealth Funding Agreement. Students who meet eligibility for a Commonwealth loan scheme are not eligible for a payment plan

### 6.2 Administration and Materials Charges

Fees and charges may include an administration fee, enrolment fee, booking fee, material fee for learning resources essential for the course, uniforms or garments mandatory in some work-

placement programs (eg Hospitality, Early Childhood Education and Care), PPE required in some training programs, items which are consumable or transformed by students during the course, text books, photocopying, re-issuing of receipts, copies of academic reports, change of enrolment, additional copies or re-issue of qualifications and academic transcripts, late marking or assessment re-sit fees. Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees and dishonour cheque fees. Domestic students and clients are to be advised of any additional material and/or resource charges that may apply, based on their individual enrolment, prior to enrolment. International students are to be made aware of all material costs and administration charges in their Course Acceptance Agreement, prior to enrolment. Any equipment/property purchased either separately by the student or paid for as part of resources fees becomes the property of the student.

### 6.3 Payment arrangements

Irrespective of the availability and receipt of subsidised government funding by an employer, school, or student, it is a requirement of MEGT Education that where tuition fees, administrative charges or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars.

Payment from **international** students can be made by EFTPOS, money order, direct bank deposit, credit card and bank cheque (funds must be cleared before the date the student commences the course).

Payment from **domestic** students can be made by EFTPOS, money order, direct bank deposit, credit card, bank cheque and personal cheque (funds must be cleared before the date the student commences the course).

### 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. Late fee payment may incur a penalty of a \$100 late fee.

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

- i. suspension of the student from attending or participating in the course
- ii. loss of access to the Institute's resources, computer systems or online course
- iii. loss of access to enrolment record information and academic transcripts
- iv. inability to graduate
- v. non-issuance of a Statement of Participation (for non-accredited courses)
- vi. termination of the enrolment
- vii. report of breach of student visa conditions (International Students only)
- viii. report a breach of a Training Contract (students under a training contract).

### 6.5 Debt Recovery

Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

### 6.6 Credits

Pre-payments, scholarships, waivers and amounts transferred from one course to another 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. In the case where MEGT Education cancels a course prior to its 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.

In the case of a course start date being 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 notice of the rescheduling.

MEGT Education will offer the refund by electronic bank transfer only. Details of the preferred bank account should be provided by the applicant at the time of making the request.

## 6.8 Refund based on Student Request

A guide to refund amounts and conditions is provided in the relevant Administration Fees, Charges and Refund schedules outlined below, attached to this policy, published on the MEGT Institute and ABILITY English websites and also made available to overseas students as part of their Course Acceptance Agreement:

**Appendix A** - for Overseas MEGT Institute Students enrolled in VET courses

**Appendix B** - for Domestic MEGT Institute Students enrolled in accredited and non-accredited courses

**Appendix C** – for Overseas ABILITY English Students enrolled in English language courses

Approved refunds are payable less the amounts indicated in the Appendices and any agent fees that may have been incurred by MEGT Education.

Overseas students who withdraw from or suspend their course may be eligible for a refund of any Overseas Student Health Cover (OSHC) fees paid and will need to contact the OSHC service provider directly. The amount refunded will be determined by the policies of the relevant OSHC provider, with MEGT Education having no influence over this.

## 6.9 Requests for Refund

Students who want to make a change to their enrolment (defer, cancel, withdraw or suspend) and that are eligible for a refund will be provided with a Refund Application Form after their Amendment of Enrolment Form has been received and processed. The Refund Application Form will need to be submitted to the MEGT / ABILITY Admissions Departments in person or by sending an email to [institute@megt.com.au](mailto:institute@megt.com.au) within twenty-eight (28) days for a refund to be provided.

Students will be refunded in line with their Conditions of Acceptance / Conditions of Enrolment and this Policy and the attached Appendices.

If deemed eligible, MEGT Education will pay the approved refund amount within ten (10) working days of receiving the written request via the Refund Application Form. Non payments of any outstanding debts to MEGT Education will be off set against refund amounts. Refund applications will not be processed where the signature on the Refund Application Form does not match the student's signature or signature of the original payee or their authorised representative.

### **Students undertaking Government Funded training and/or Fee for Service training at MEGT Institute:**

Students who withdraw or cancel enrolment and are eligible for a refund, as per state guidelines/regulations, will receive a refund in line with Appendix B. The refund process will be triggered upon receipt of the withdrawal/cancellation form.

Students will be refunded in line with this Policy and the attached Appendices. If deemed eligible, MEGT Education will pay the approved refund amount within 28 working days of receiving the signed cancellation/withdrawal form.

## 6.10 Approvals

All refunds and credits must be approved by the Campus, State Manager or authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the General Manager or delegate.

## 6.11 Payment of Refund

Approved refunds are paid directly to the student or the person who made the payment, unless the enrolment has been made through an education agent where the refund may be made through the agent who enrolled the student. All refunds are made in Australian dollars, paid directly into the nominated bank account. For students from overseas, MEGT Education reserves the right to make refunds payable to the student in their home country.

MEGT Education will provide the student and/or employer with a letter detailing the outcome of the refund application, calculation and payment of the refund. The student will be required to sign a Refund Authority form to authorise payment to their education agent or another third party.

## 6.12 Appealing Refund decisions

Students are referred to MEGT Education's Complaints and Appeals Policy and Procedure available from the MEGT Institute or ABILITY English office or from the MEGT Institute or ABILITY English websites if they wish to appeal the implementation of the Refund Policy. 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.

## 6.13 Student Fee Assurance

MEGT Education protects domestic students' fees by holding and maintaining tuition protection insurance under the Australian Council for Private Education and Training (ACPET) Australian Students Tuition Assurance Scheme (ASTAS).

ASTAS coverage is approved by the VET Regulator and is required when:

- either directly or through a third party, a prospective or current learner prepays fees in excess of a total of \$1,500.00 (being the threshold prepaid fee amount)
- courses are eligible for VET FEE-HELP, being a government loan scheme where students can apply for a government loan for part or all of their tuition fees. As an approved VET Provider, MEGT Institute holds ASTAS coverage for all VET FEE-HELP approved courses to comply with the course and refund requirements.

MEGT Education protects overseas/international students' fees by holding membership in the Australian Government Tuition Protection Service (TPS) established as a single layer mechanism to place students when a provider cannot meet its obligations, or as a last resort, to provide refunds of unexpended prepaid tuition fees. For more information please visit [www.tps.gov.au](http://www.tps.gov.au). Department of Immigration and Border Protection (DIBP) is responsible for making decisions on student visa applications and administering the Student Visa Program and other immigration-related legislation.

The provision of education to international students is regulated by the Department of Education through the Education Services for Overseas Students (ESOS) legislative framework. The department has made available a brief overview of the ESOS Framework, including the rights and responsibilities of international students.

A brief summary of the ESOS Framework is available for download.

ESOS Framework ([Link to PDF document on the web](#))

All students and clients have the right to take action under Australia's consumer protection laws.

## 7. Related Policies & Procedures

EDN-003-POL – Admissions Policy and Procedure

EDN-008-POL – Complaints and Appeals Policy and Procedure

EDN-013-POL – Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure

## 8. Implementation

EDN-018-POL – Fees, Charges and Refund Policy – Non VET FEE-HELP is made available via the MEGT Institute and ABILITY English's websites externally and on the MEGT Intranet internally.

## 9. Responsibilities

The National Manager, Operations and Governance will review this policy annually, or in case of legislative changes requiring amendments.

## 10. Attachments

**Appendix A** – Administration fees, charges and refunds. International students enrolled in Full Semester Fee-for-Service Courses at MEGT Institute

**Appendix B** – Fees, charges and refunds for Training conducted under Government Funding and Fee for Service Domestic students at MEGT Institute

**Appendix C** – Administration fees, charges and refunds for International Students enrolled in English Language courses at ABILITY English

## 11. Process Map

N/A

Please find Appendices tables on the next pages



## APPENDIX A

### Administration Fees, Charges and Refunds

#### For International Students Enrolled in Fee-for-Service VET Courses

**Note:** All amounts are shown in Australian Dollars (AUD) and MEGT Institute will not take into account any fluctuations in exchange rates when calculating refunds.

Domestic students *refer to Appendix B*

International students enrolled in English Language Courses with ABILITY English *refer to Appendix C*  
Domestic fee-for-service short course students *refer to Appendix D*

Circumstance	MEGT Institute Policy	Circumstance	MEGT Institute Policy
Written notice of cancellation received by MEGT <b>28 days or more</b> before course commencement or new term, if on term payment plan.	Paid tuition fees are refunded, less \$220 enrolment fee	Visa application is rejected. #	Paid tuition fees are refunded, less \$220 enrolment fee
Written notice of cancellation received by MEGT <b>less than 28 days</b> before course commencement or new term #	Pre-paid unused fees are refunded, less \$220 enrolment fee and \$1000 late cancellation charge. Unpaid cancellation forfeits right to documentation.	Student does not commence the course on the start date and subsequently provides notice of withdrawal from the course. #	No refund of the \$220 enrolment fee and the first term fee.
Student does not return to their course after an approved leave of absence, suspension, or term break and subsequently provides notice of withdrawal from the course.	No refund of the \$220 enrolment fee and current or pending term fee.	Student commences in the course and completes any portion of a term including where the student withdraws. #	No refund of the \$220 enrolment fee and current term fee.
MEGT Institute cancels the course before its expected end date	The balance of fees paid for the term or the entire course will be refunded within ten (10) working days. The refund will vary depending on the case by case situation	MEGT Institute cancels the course prior to course commencement	All monies paid to MEGT Institute will be refunded within ten (10) working days

<b>APPENDIX A (continued)</b>			
<b>Circumstance</b>	<b>MEGT Institute Policy</b>	<b>Circumstance</b>	<b>MEGT Institute Policy</b>
Student requests to transfer to another provider prior to completing 6 months of principal course.	Request refused unless compassionate or compelling circumstances supported by sufficient, authentic evidence can be provided.  See 'Transfer Between Registered Providers P&P' and 'Compassionate and Compelling Circumstances P&P' documents available on MEGT Institute website.	MEGT Institute refuses to continue the student in the course because of student misbehavior, breached visa conditions, failure to pay due fees.	No refund of the \$220 enrolment fee and current term fee.
Document Re-issue where the original document has already been provided to the student	Certificate \$50 Other documents \$20 Receipt Reprint \$20	Supplementary Assessment **	First (1 <sup>st</sup> ) resit = no charge Second (2 <sup>nd</sup> ) resit = \$50 Practical unit fee is subject to the individual assessment requirements and consumables
Resource and/or materials fees purchased by MEGT Institute and consumed or transformed by students during the course.	Resource/ material fees are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items	Campus-based VET student absent from work placement assessment, but notifies the host Centre and Trainer of this.	No charge.
Campus-based VET student absent from work placement assessment	\$50 fee will apply for a revisit.	Unit repeat	A per hour amount will be calculated dependant on the length of time required to repeat the unit.
External Appeal Fees	International/Overseas students can access the Overseas Students Ombudsman free of charge.	Any equipment/ property purchased either separately by the student or paid for as part of materials fees becomes the property of the student (eg text books, tools of trade) from the time of purchase.	Amounts paid for items retained by the student are not refundable when the student has received the item.
Compulsory Health Insurance (Student Visa holders only)	Refer to OSHC provider price list and refund policy	Photocopying	\$0.20 black and white A4 \$0.40 black and white A3

			\$0.30 colour A4 \$0.50 colour A3
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### APPENDIX A (continued)

Circumstance	MEGT Institute Policy	Circumstance	MEGT Institute Policy
CoE- re-issuance due to a student changing their chosen course or duration	Students are permitted to make four (4) changes without incurring a CoE re-issuance fee. Any subsequent changes will incur a \$50 re-issuance fee per CoE. This fee will apply to any and all subsequent re-issued CoEs.	Replacement Student ID Card	\$10
Referral to external bodies/third party organisations.	Additional costs/fees may be incurred for these referrals. Please consult with the external body for advice on fees and charges before making an appointment.	Non-attendance at organised First Aid class on allocated day without a valid reason and/or medical certificate.	Cost to reschedule student into the next organised First Aid class: NSW: \$240 fee payable to MEGT VIC: \$240 fee payable to MEGT

# Overseas/International student refunds are calculated on the basis of the amount received from an education agent.

The education agent is liable to refund their commission portion to the student accordingly.

\*\* Refer to Assessment Resit Policy and Procedure for examples where this fee applies

(Fees and charges may be subject to change)

### APPENDIX A (continued)

#### Homestay accommodation and airport pick-up cancellation and refund policies

Service Fee	Refund
Booking fee	No refund
Airport transfer service: two (2) working days notice must be given of any changes to details of inbound flights	If less than two (2) working days notice is given for a change of flight details, then no refund
Homestay deposit: The student cancels after the accommodation booking has been confirmed	
2-4 weeks notice	Compensation payment equivalent to one (1) weeks accommodation fee is payable to the accommodation provider.
1-2 weeks notice	Compensation payment equivalent to two (2) weeks accommodation fee is payable to the accommodation provider.
Under 1 week notice	No refund
After a student has commenced their stay	No refund

A student wants to change their Homestay after they have commenced their stay.	The student must repay the booking fee, give two (2) weeks notice to the current Homestay provider and pay for a minimum of four (4) weeks accommodation at the new Homestay.
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**APPENDIX B**  
**Fees, Charges and Refunds for**  
**Training Conducted Under Government Funding and Fee-for-Service Domestic Students.**

**NOTE:**

International students undertaking VET courses *refer to Appendix A*  
International students enrolled in English Language Courses with ABILITY English *refer to Appendix C*  
Domestic fee-for-service short course students *refer to Appendix D*

Circumstance	MEGT Institute Policy	Notes
Written notice of withdrawal provided prior to course commencement	Paid material and tuition fees are refunded. Administration fees and charges are non-refundable.	Where an administration fee has been charged, the administration charge is non-refundable The administration fee provides for the services delivered to the student and/or employer including 1 or more of the following: pre-training assessment; employer resource assessment; skills recognition; enrolment process; induction; training plan development; training delivery; coaching; supervisor induction.
Written notice of withdrawal provided within 28 days after course commencement	Paid material and tuition fees are refunded, less \$450 Administration Charge.	The administration fee provides for the services delivered to the student and/or employer including 1 or more of the following: pre-training assessment; employer resource assessment; skills recognition; enrolment process; induction; training plan development; training delivery; coaching; supervisor induction.
Pre-requisite Units of Competency	The Institute may charge the participant or employer for the delivery or assessment of pre-requisite units.	Government funding is not provided for delivery of pre-requisite units of competency. These must be completed by the student prior to the start date of the Training Contract. This may be done as a fee-for-service arrangement.
Fee for Service and additional employer contribution	All fee-for-service charges are disclosed to the employer or student	In most States/regions' funding programs a co-contribution is required. These amounts are considered to be a contribution to the cost of training delivery. RTOs may negotiate additional fee contributions from an employer. This can be a full fee-for-service or a partial fee-for-service to cover additional charges

		and delivery costs beyond the government's contribution.
Under some government sponsored funding agreements, participant and/or employer contributions are made to an individual's training.	Refunds and retained fees and charges are in accordance with individual State/Commonwealth Government Contract directions and guidelines.	
Institute cancels the course prior to course commencement	All monies paid to the provider by the participant or employer will be refunded within 10 working days	This applies to all fees paid up-front unless state funding contracts determine these to be non-refundable.
Additional fees for cost of goods or materials to be retained by a student.	The student is permitted to use equivalent goods or materials which they obtain from another source.	These fees are not applied in all States/Territories dependent upon State Government Contracts

**APPENDIX B (continued)**  
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<b>Circumstance</b>	<b>MEGT Institute Policy</b>	<b>Notes</b>
<p>Enrolment fees and tuition fees which apply to Australian Apprenticeship Training Contracts (including Traineeship) and government subsidised courses are calculated in line with State Government Contract Guidelines. These fees are invoiced to the student and/or employer after the training contract has been registered and training has commenced.</p> <p>A student undertaking Government funded training and/or their employer may request full details of the relevant State/Commonwealth fees and refunds policy prior to enrolment.</p> <p>Full or part fee exemption/concession is applied in accordance with each States funding guidelines. Fee exemption/concessions vary in each state, however, eligibility may apply to the following and others:            Holders of a current Commonwealth Health Care Card or Pension Card            Veteran's Gold Card</p>	<p>Tuition fees are calculated in accordance with individual State Government Contract guidelines.</p> <p>Refunds and retained fees and charges are applied in accordance with individual State Government Contract guidelines.</p> <p>MEGT Institute conducts internal audits and is subject to external audits to verify that its fees, charges and refunds policies and procedures are in line with relevant government funding and refund guidelines.</p>	<p>See State and Territory specific fees, charges and refund information below in this table against each State and Territory.</p>



<p>Australian School-based Apprentices and Trainees</p> <p>Other Centrelink benefit recipients (State variations)</p> <p>Aboriginal and Torres Strait Islanders (State variations)</p> <p>Severe financial hardship</p> <p>Persons in receipt of AUSTUDY or ABSTUDY</p> <p>Persons under 18 years of age</p> <p>VET in Schools students</p> <p>Diploma and Advanced Diploma of Early Childhood Education and Care (State variations)</p> <p>Concessions may also apply to the dependant spouse or dependant child of a card holder.</p>		
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<b>APPENDIX B (continued)</b>			<b>Page 3 of 5</b>
<b>Circumstance</b>	<b>MEGT Institute Policy</b>	<b>Notes</b>	
RPL (Recognition of Prior Learning) assessment fee	Fee on application	Charges may vary based on State Government fees and charges guidelines, but where combined with training being undertaken, the combined fee for RPL and training will not exceed the maximum fee chargeable.	
RCC (Recognition of Current Competency) if required by a licensing authority to ensure competency is being maintained	Fee on application	RCC fees only apply where a review against current competency is required by an external party. The fee for RCC will be the same rate as a fee-for-service course proportionate to the unit/s unless otherwise indicated by State Government fees and charges guidelines.	
Re-mark of assessments where a candidate received a 'Not Yet Competent'	Theory unit re-sit - \$50 Practical unit fee is subject to the individual assessment requirements	This fee is applied at the discretion of the Institute and may be waived where the candidate achieves an outcome of 'Competent' on the re-marking of the assessment.	
Campus-based Early Childhood Education and Care domestic student absent from work placement assessment.	If the student notifies the host Child Care Centre and the MEGT Institute and/or Trainer if they are going to be absent – no charge A fee of \$50 will apply for a revisit if the student fails to notify the host centre and	Campus-based Early Childhood Education and Care students are advised of this at the induction and are reminded of the requirement to do this at each pre-work placement induction.	



	MEGT Institute and/or the trainer.		
Non-attendance at organised First Aid class on allocated day without a valid reason and/or medical certificate.	Cost to reschedule student into the next organised Apply First Aid, Asthma & Anaphylaxis class: NSW: \$240 fee payable to MEGT VIC: \$240 fee payable to MEGT	This is the cost MEGT has to pay to the third party training organisation per student.	
Document Re-issue where an original with signature is required – eg re-issued Certificate	\$50 which is based on the guidelines of the lowest State Government fees for certificate reissue( ie WA)	Re-print of receipt , transcripts and other documents	\$20 per document
External Appeal Fees	Domestic: External Appeal - fees may apply.	Replacement Student ID	\$10

**APPENDIX B (continued)**
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Circumstance	MEGT Institute Policy	Notes	
Credit Transfer	No charge If a student was charged for a unit or units at enrolment and then they later supplied documentation to support a Credit Transfer, a pro-rata refund for the Credit Transfer unit/s must be refunded providing no training and assessment was delivered	Photocopying on campus sites	\$0.20 black and white A4 \$0.40 black and white A3 \$0.30 colour A4 \$0.50 colour A3

**Australian Apprenticeship Training Contracts (including Traineeship) Contract Guidelines**
**QUEENSLAND SPECIFIC**

Circumstance	MEGT Institute Policy	Notes
A funded student formally cancels or withdraws their enrolment prior to commencement of training yet has been charged the Student Contribution Fee.	A full refund is paid.	<b>Full Student Contribution Fees</b> are set at \$1.60 per nominal hour of each unit of competency and charged prior to commencement of units. <b>Partial Exemption Tuition Fee</b> is calculated at \$1.60 per nominal hour of unit of competency x 40% where a student falls into one or more of the following categories where the participant: was or will be under 17 at the end of February in the year in which the PQS provides training, and the participant is

		<p>not at school and has not completed year 12</p> <p>holds a Health Care Card or Pension Concession Card issued under Commonwealth law, or is the partner or a dependant of the person who holds one of these cards and is named on the card</p> <p>issues the PQS with an official form under Commonwealth law confirming that they, or their partner or the person of whom the participant is a dependant, is entitled to concession under a Health Care Card or Pension Concession Card</p> <p>is an Aboriginal or Torres Strait Islander person (acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form)</p> <p><b>Full Exemption Tuition Fee</b> may be granted where the participant falls into one or more of the following categories:</p> <p>where payment of student contribution fee would cause extreme financial hardship</p> <p>where the DET departmental officer responsible for the User Choice budget advises in writing that fees are optional</p> <p><b>Full Exemption Tuition Fee</b> must be applied where the participant falls into one or more of the following categories:</p> <p>where a credit transfer/national recognition has been applied to a unit of competency</p> <p>where the participant is a school-based apprentice or trainee</p> <p>is undertaking a qualification as part of a Skilling Queenslanders for Work – Work Skills Traineeship</p> <p>year 12 graduates who:</p> <p>commence an apprenticeship/ traineeship within 12 months of completing year (that is, by the end of the calendar year following completion of year 12; and meets the participant eligibility in 2.2.2; and enrolls in a high priority qualification identified by the department</p>
<p>A funded student formally cancels or withdraws their enrolment prior to commencement of training but has been sent an invoice for the Student Contribution Fee.</p>	<p>Written notification will be sent to the student to inform them that the invoice has been cancelled.</p>	

A funded student withdraws their enrolment after commencement of training.	.	
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Circumstance	MEGT Institute Policy	Notes
A funded student cancels or withdraws their enrolment prior to commencement of training or within 28 days of commencement, yet the employer has been charged beyond the student and government contributions.	<p>Employer paid tuition fees will be refunded less \$450 (administration fee).  <i>Where the invoice value is less than \$450, 80% of the invoice value will be withheld.</i></p> <p>The students contribution fee will be paid back in full.</p>	<p><i>The administration fee provides for the services delivered to the student and /or employer including 1 or more of the following: pre-training assessment; employer resource assessment; skills recognition; enrolment process; induction; training delivery; coaching; supervisor induction.</i></p>
A funded student cancels or withdraws their enrolment after 28 days of commencement of training yet the employer has been charged beyond the student and government contributions.	<p>Employer paid tuition fees will be refunded:  less \$450 (administration fee) less the proportion of training services that have been delivered (based on units completed out of total units enrolled).  <i>Where the invoice value is less than \$450, 80% of the invoice value will be withheld.</i></p> <p>The student contribution fee will be paid back in full less the proportion of training services that have been delivered (based on units completed out of total units enrolled).</p>	<p><i>The administration fee provides for the services delivered to the student and /or employer including 1 or more of the following: pre-training assessment; employer resource assessment; skills recognition; enrolment process; induction; training delivery; coaching; supervisor induction.</i></p>

The provision of materials essential to achieving competence.	No charge to participants	
The development and supply of a Training Plan	No charge to	
The development and supply of the initial Training Record	No charge to participants	

## VICTORIAN TRAINING GUARANTEE

### VICTORIA SPECIFIC

Circumstance	MEGT Institute Policy	Notes
A student course subsidised under the Victorian Training Guarantee under or independent of an Australian Apprenticeship Training Contracts (including Traineeship)	Appendix B is the applicable Fees Charges and Refund policy and complies with the contract requirements. <a href="#">LINK</a> to the Victorian Training Guarantee's Guidelines About Fees document,	

## Australian Apprenticeship Training Contracts (including Traineeship) Contract Guidelines

### WESTERN AUSTRALIA SPECIFIC

Circumstance	MEGT Institute Policy	Notes
A funded student formally cancels or withdraws their enrolment prior to commencement of training yet has been charged the Student Contribution Fee.	A full refund is paid.	Full Student Contribution Fees are set as below: Diploma: \$5.67 per nominal hour Apprenticeship, Traineeship and Priority Industry Qualifications (up to Certificate IV: \$3.09 per nominal hour (\$1.55 concession) General Industry Training up to Certificate IV: \$4.65 per nominal hour (\$2.32 concession) Foundation Skills and Equity Courses: \$0.21 per nominal hour  of each unit of competency and charged prior to commencement of units.
A funded student formally cancels or withdraws their enrolment prior to commencement of training but has been sent an invoice for the Student Contribution Fee.	Written notification will be sent to the student to inform them that the invoice has been cancelled.	

<p>A funded student withdraws their enrolment after commencement of training.</p>	<p>The student is to be refunded proportionately to the training they have not yet accessed. Any units commenced, but not completed will be refunded at a rate of 50% of the applicable student contribution for these units of competency. In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.</p>	
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## APPENDIX C

### Administration Fees, Charges and Refunds

#### For International Students Enrolled in Fee-for-Service English Language Courses with ABILITY English

*Note: All amounts are shown in Australian Dollars (AUD) and ABILITY English will not take into account any fluctuations in exchange rates when calculating refunds.*

**International students undertaking VET courses refer to Appendix A**

**Domestic students refer to Appendix B**

**Domestic fee-for-service short course students refer to Appendix D**

\*Initial course is the first course in a single course or in a combination of courses listed on each student's signed Course Acceptance Agreement.

Circumstance	ABILITY English Policy	Circumstance	ABILITY English Policy
Student's visa application is rejected before the initial course* start date. (an original letter from the Australian Embassy/ Consulate must be provided).	100% of the pre-paid course and material fees, accommodation, and OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee and accommodation placement fee.	Visa rejection on or after initial course* starts.	100% of the unused portion of pre-paid course and material fees, accommodation and OSHC fees. No refund of the enrolment fee and accommodation placement fee.#
ABILITY English cancels a course after it has commenced.	100% of the unused portion of pre-paid course and material fees, accommodation and OSHC fees. No refund of the enrolment fee.	Student provides notice of course cancellation in writing to an ABILITY staff member <b>more than 28 days</b> before the student's initial course* starts.	100% of pre-paid course and material fees and 100% of OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee. For accommodation fees, see the accommodation refund table.#
Student provides notice of course cancellation in writing to an ABILITY staff member <b>between 28 days and 15 days</b> before the student's initial course* starts.	75% of pre-paid course and material fees and 100% of OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee. For accommodation fees see the accommodation refund table #	Student provides notice of course cancellation in writing to an ABILITY staff member <b>between 14 days and 1 day</b> before the student's initial course* starts.	50% of pre-paid course and material fees and 100% of OSHC (Overseas Student Health Cover) fees. No refund of the enrolment fee. For accommodation fees see the accommodation refund table #
<b>APPENDIX C (continued)</b>			
Circumstance	ABILITY English Policy	Circumstance	ABILITY English Policy



Withdrawal on or after the initial course* starts.	No refund of payments received and any outstanding payments as listed on a student's Course Acceptance Agreement (CAA) remain payable by the student. No release letter will be granted unless all fees payable, as listed on a student's signed CAA, are received in full.	Termination of enrolment by ABILITY due to student misbehaviour.	No refund
If a student breaches their visa conditions resulting in their studies and/or visa being cancelled.	No refund	Course Change: 'All Day English' to 'Evening English' after course commencement	No refund
Course Change: 'Evening English' to 'All Day English' after course commencement	Payment of course fee difference	Between campuses, 'All Day English' or 'Evening English', after course commencement	Payment of course fee difference
CoE changes	\$50 AUD per CoE change request on the fifth (5th) change or more. Tuition fees adjusted according to change request.	ABILITY English cancels a course before its starting date	Full refund within ten (10) working days of fees paid to ABILITY English
ABILITY English defers a course start date and the new date is unacceptable to the student	Full refund within ten (10) working days of fees paid to ABILITY English as soon as we receive notice that the new date is unacceptable for the student.	ABILITY English cancels a course before its expected finish date	Refund within ten (10) working days of the unexpended portion of pre-paid tuition fees.
Replacement Student ID Card	\$10		
<p><b># Overseas/International student refunds are calculated on the basis of the amount received from an education agent.</b></p> <p><b>The education agent is liable to refund their commission portion to the student accordingly.</b></p> <p><b>(Fees and charges may be subject to change)</b></p>			

<b>APPENDIX C (continued)</b>	
<b>Homestay accommodation and airport pick-up cancellation and refund policies</b>	
<b>Service Fee</b>	<b>Refund</b>
Booking fee	No refund
Airport transfer service: two (2) working days notice must be given of any changes to details of inbound flights	If less than two (2) working days notice is given for a change of flight details, then no refund
<b>Homestay deposit: The student cancels <u>after</u> the accommodation booking has been confirmed</b>	
2-4 weeks notice	Compensation payment equivalent to one (1) week accommodation fee is payable to the accommodation provider.
1-2 weeks notice	Compensation payment equivalent to two (2) weeks accommodation fee is payable to the accommodation provider.
Under 1 week notice	No refund
After a student has commenced their stay	No refund
A student wants to change their Homestay after they have commenced their stay.	The student must repay the booking fee, give two (2) weeks notice to the current Homestay provider and pay for a minimum of 4 weeks accommodation at the new Homestay.

## APPENDIX D

### Administration Fees, Charges and Refunds

#### For Domestic Students Enrolled in Fee-for-Service Short Courses with MEGT Institute

*Note: All amounts are shown in Australian Dollars (AUD)*

Circumstance	MEGT Institute Policy	Circumstance	MEGT Institute Policy
Cancellation received in writing more than 14 days prior to a course commencement date	Refund of paid course fees, less an administration fee of \$450	Cancellation received in writing between 14 and 7 days prior to a course commencement date	A cancellation fee totalling 25% of the total course cost will be charged
Cancellation received in writing within 7 days to a course commencement date	A cancellation fee totalling 50% of the total course cost will be charged		

**# Participants are invoiced for total course costs upon selection of course dates  
(Fees and charges may be subject to change)**