

# Refund Policy

## Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Murdoch Institute of Technology (“School”) and to students enrolled in the School’s English, MUPC and Higher Education programs.

## Purpose

Consistent with the requirement of the National Code and ESOS act (2000), the purpose of this policy is to provide guidelines for granting refunds of enrolment fees, cancellation of enrolments and transfer requests.

## Notification requirements

Students must apply in writing to the School to request a refund, cancellation, transfer or substitution of an enrolment. Refunds may be granted at the discretion of the School and students will be notified within 14 days of the outcome of their request for a refund, cancellation or transfer. Where FEE-HELP is available, students accessing an FEE-HELP loan from the Commonwealth Government who wish to withdraw must do so in writing prior to the published census date. Failure to do so will result in you incurring a debt to the Commonwealth Government.

## Refund activities

### Course enrolment fees

Students must advise the School that they are withdrawing from a course. The following refunds apply for course withdrawal.

Withdrawal timeframe	Refund
Withdrawal at least 10 weeks prior to course start date	AUD1,000 cancellation fee
Withdrawal at least 4 weeks prior to course start date	60% refund
Withdrawal less than 4 weeks prior to course start date	30% refund
Withdrawal less than 2 weeks (census date) after course start date	20% refund
Withdrawal more than 2 weeks (census date) after course start date	No refund of the first study period, a full refund of subsequent study periods.

Course enrolment fees will not be refunded if a student withdraws from the subject after the census date for the trimester, except under the following circumstances:

- where the student’s application for enrolment is declined by the School
- by reason or reasons beyond the student’s control, including acts of government authorities, civil strikes and riots, the student is prevented from studying a module or subject
- The School cancels a subject in which the student has enrolled or where the commencement of the subject or module is postponed for more than two weeks.

## Visa refusal

The following fees/refunds are available to students in relation to their visas

Visa refusal	Refund
Visa is refused prior to agreed course commencement date	AUD240 cancellation fee
Visa is refused after the agreed course commencement date	Refund of unused tuition fees from date of written notification received by MIT
Visa application rejected by Department of Home Affairs due to submission of fraudulent documents	No refund
Confirmation of Enrolment (CoE) is cancelled due to non-compliance with visa requirements	No refund

## Re-mark fees

In some cases, there are fees associated with the remarking of an assessment item. Students must submit the relevant re-mark request form and pay the relevant fee.

## Subject transfers

Students who have enrolled in a subject can transfer to another subject prior to the commencement of the program without penalty. Students who transfer subjects will also be required to return the subject material from the original subject enrolment at the students' expense. Students who change subjects may not apply for special consideration based on changing subjects alone.

## Provider default

In the unlikely event that the School defaults, for unforeseen reasons, and is unable to provide a course of study or continue a course of study, appropriate refunds will be applied and the Australian Council for Private Education and Training (ACPET) and the Tuition Protection Service (TPS) will assist domestic and international students respectively to enrol in a similar course of study.

## Payment of refund

Approved refunds are paid in Australian dollars into the bank account nominated on the refund form. All refund requests will be responded to in writing and approved refunds will be paid within 14 days of written notification by MIT. Refunds for students under 18 years of age will be paid directly to the parent(s) or guardian(s) unless the School receives written approval from them consenting for it to be paid directly to the student. Refund amounts transferred by international telegraphic transfer will attract a bank charge.

### No tuition fee refund is payable if:

- The student formally withdraws from the program or a unit of study after the census date<sup>^</sup>. In this case the student is liable to pay the full tuition fee and any expenses, costs or disbursements incurred in recovering the tuition fees.
- The student's CoE is cancelled due to non-compliance with visa requirements
- The terms and conditions of the contract between the student and School are breached (e.g. non-payment of tuition fees, misconduct).
- The student's enrolment is cancelled by the School.
- The student's visa application is rejected by the Department of Home Affairs as a result of the student (or their agent) submitting fraudulent documents in respect of their visa application.

<sup>^</sup> Tuition Refunds after the census date are given solely at the discretion of the School and only if there are compelling, compassionate or exceptional circumstances, which can be verified.

<sup>^</sup> Tuition fee transfers after the program has commenced are solely at the discretion of the School and are only made if the student is more suitably placed in another institutional program for academic reasons.

### The following fees are non-refundable:

- Where an initial registration or application fee is applied, this is non-refundable. Once a student submits their once-off registration fee, they are unable to apply to have any part of it refunded.
- Fees charged for administrative services (for example, late fees, reprints of transcripts).

### Protection of student fees

In the unlikely event that MIT is unable to deliver a course in full, students will be offered a refund of all unspent tuition fees. This refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course at no extra cost. Students have the right to choose whether they would prefer a refund of unspent tuition fees or to accept a place in another course. If they choose placement in another course, students will need to sign documentation to indicate their acceptance of the placement. In the unlikely event that MIT is unable to provide a refund or place a student in an alternative course, ACPET will assist domestic students and the Tuition Protection Service (TPS) will assist international students in finding an alternative course or to get a refund if a suitable alternative is not found. Further information concerning TPS can be found at [www.tps.gov.au](http://www.tps.gov.au).

## Enquiries

If you have any enquiries about this policy, please email [admissions@murdochinstitute.wa.edu.au](mailto:admissions@murdochinstitute.wa.edu.au) or contact reception. Information about FEE-HELP Review procedures is located on the School's website.

## Appeals

Please see [Complaints and Appeals policy](#) for details on appeals

## Related policies and documents

This policy should be read in conjunction with the following policies:

- Complaints and Appeals policy
- FEE-HELP Review procedures
- Tuition Assurance Statement

## Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer</b>	College Director or equivalent			
<b>Review Date</b>	March 2019			
<b>Approved by</b>				
KHE Academic Board				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	Quality & Standards Group	Format and wording changes to align across all businesses	22.05.2015	15.06.2015
1.2	Academic Quality and Governance Team	Added no refund for "Visa application rejected by DIBP due to submission of fraudulent documents" and Implementation Officer introduced to Policy.	10.03.2016	17.03.2016
1.3	Academic Quality and Governance Team	Updated Department of Immigration and Border Protection to the Department of Home Affairs and more clarification around protection of student fees	07.03.2018	09.03.2018

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1.4	Quality, Regulation & Standards Team	Payment of refund updated to align with terms and conditions	25.10.2018	25.10.2018
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