



# MFS03: Application for Refund of Fees Form

Your details		
Name:		
Student ID (if applicable):		
Course Enrolled:		
Contact Details:	Phone:	
	Address:	
	Email:	
Date:		
Reason for refund		
Failure to obtain Student Visa (for international students only) (please provide documentary evidence)		
Change of course (please specify and provide documentary evidence)		
Other (please specify and provide documentary evidence)		
Provide details for the refund request		
Refund processing details		
NOTE: Refund will be paid only to the student that has made the application. Refund will not be paid to any third party or representative of the student unless there is sufficient documentary evidence that there is a direct relationship with student. (Section 5.7 MITP10 Refund Policy and Procedure)		
Direct Credit (within Australia)		
Account Holder Name:		
Name of Bank:		
BSB No. (in Australia):		
Account No:		
BY Cheque (within Australia only)		
Account Name:		
Telegraphic Transfer (Overseas)		
Name of Bank:		
Bank Address:		
Bank Branch:		
Account Holder Name:		
Account No:		
Swift Code:		
IFSC Code (India only):		

**Outline of Refund Policy – Refund Situations** (Please refer to MITP10 Refund Policy and Procedure for the full details)



Domestic Student Refund Situations		
Before Course Commencement	<ul style="list-style-type: none"> <li>Full refund of total fees paid by student minus Administrative Fee (\$250)</li> </ul>	
No refund	<ul style="list-style-type: none"> <li>After course commencement date as per Confirmation of Enrolment has passed.</li> <li>The student's enrolment is cancelled, including if the student is cancelled for unsatisfactory progress.</li> <li>The terms and conditions of the LOO entered into by the student and the Institute are breached, including any breach of Institute policy.</li> <li>A student whose enrolment is either suspended or cancelled by the Institute for whatsoever reason, including but not limited to misbehaviour or non-payment of fees to the Institute, shall not be eligible for a refund.</li> </ul>	
International Student Refund Situations		
Before Course Commencement	<ul style="list-style-type: none"> <li>International Student gives 4 weeks or less prior to the Commencement of the relevant Term, the Institute will refund 25% of total fees paid minus Administrative Fee (\$250)</li> <li>International Student gives between 5-8 weeks notice prior to the Commencement of the relevant Term, the Institute will refund 50% of total fees paid minus Administrative Fee (\$250)</li> <li>International Student gives between 9-12 weeks notice prior to the Commencement of the relevant Term, the Institute will refund 75% of total fees paid minus Administrative Fee (\$250)</li> <li>International Student gives more than 12 weeks notice prior to the Commencement of the relevant Term, the Institute will refund 100% of total fees paid minus Administrative Fee (\$250)</li> </ul> <p><u>Visa Refusal</u></p> <ul style="list-style-type: none"> <li>Refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500.</li> </ul>	
No refund	<ul style="list-style-type: none"> <li>After course commencement date as per Confirmation of Enrolment has passed.</li> <li>The Institute will not provide a refund if:               <ul style="list-style-type: none"> <li>the student was refused a student visa; and</li> <li>the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:                   <ul style="list-style-type: none"> <li>the student's failure to start the course at the location on the agreed starting day;</li> <li>the student's withdrawal from the course at that location;</li> <li>the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.</li> </ul> </li> <li>The terms and conditions of the LOO entered into by the student and the Institute are breached, including any breach of a Institute policy.</li> <li>The student's enrolment is cancelled by the Institute, including cancellation caused by a breach of student visa conditions, student misconduct or any illegal or unlawful conduct by the student, and/or if the student's enrolment is cancelled by the Institute for unsatisfactory progress.</li> <li>The student visa is refused by the Department of Home Affairs due to the submission of fraudulent documents by or on behalf of the student.</li> </ul> <p>The following fees are also non-refundable:</p> <ul style="list-style-type: none"> <li>Deposits paid to the Institute for other courses packaged with the student's current offer of enrolment from the Institute (e.g. a deposit paid for a Diploma of Nursing packaged with a Certificate III in Individual Support);</li> <li>Accommodation placement fees - if the accommodation has already been booked and confirmed;</li> <li>Airport pick-up fees - if the service has been used</li> </ul> </li> </ul>	
Declaration		
<p>I understand that the application will be assessed for eligibility for refund according to MITP10 Refund Policy and Procedure. I acknowledge that I have read and understood the MITP10 Refund Policy and Procedure and Privacy Statement outlined here: <a href="https://menzies.vic.edu.au/wp-content/uploads/2023/08/MITP33-Privacy-Policy-and-Procedure-Ver-6.pdf">https://menzies.vic.edu.au/wp-content/uploads/2023/08/MITP33-Privacy-Policy-and-Procedure-Ver-6.pdf</a></p>		
Signed:	Date:	
FOR Office Use Only		
Admissions (for visa refusal) - verified that visa has been refused on PRISMS (include printout of PRIMS/VEVO/COR event change report)	By:	Date:
Student Service - Cancellation / Withdrawal process completed	By:	Date:
Finance Dept. - Verify the correctness of Bank Account details	By:	Date:
Finance Dept. - Check the amount to be refunded (commission, OSHC, App Fee, Admin Fee, Date of Application)	By:	Date:
Finance Dept. - A letter for refund application completed	By:	Date:
Finance Dept - note made on Client Journal (if available)	By:	Date:
PEO or Nominee- Refund was approved and the transaction completed	By:	Date:
Finance Dept. - follow the File Closing process MFA04	By:	Date: