

MITP10 Refund Policy and Procedure

Quick Reference Guide

Purpose

This policy provides clear information about refund entitlements and ensures fair, transparent processes for all refund requests. We process refunds according to your student type and circumstances while maintaining financial protection for both students and the Institute.

Refund Eligibility at a Glance

Domestic Students: Full refund minus \$250 admin fee if you withdraw before course starts. No refund after commencement except special circumstances.

International Students: Sliding scale refund based on notice period before course starts (13+ weeks = 100%, 9-12 weeks = 75%, 5-8 weeks = 50%, less than 4 weeks = 25%). No refund after commencement except special circumstances or visa refusal.

How to Apply for a Refund

- **Step 1 - Complete Application:** Fill out the MFS03 Application for Refund of Fees Form with your contact details. Submit within 14 calendar days of the qualifying event.
- **Step 2 - Attach Documentation:** Include photo ID, bank account details with verification, original fee receipts, and any supporting evidence for special circumstances (medical certificates, death certificates, official correspondence, etc.).
- **Step 3 - Submit Application:** Submit in person at Student Services, by email to info@menzies.vic.edu.au, or by post to Level 4, 355 Spencer Street, West Melbourne VIC 3003.
- **Step 4 - Assessment:** Initial review within 5 working days. Decision made within 10 working days. You receive written confirmation with detailed reasons.
- **Step 5 - Payment:** If approved, refund paid within 15 working days via bank transfer. Total maximum processing time is 4 weeks from complete application.

Domestic Student Refund Scenarios

Withdrawal before commencement: 100% of fees paid minus \$250 administration fee.

Course not delivered by Institute: 100% of unspent fees.

Special circumstances: Pro-rata refund based on training delivered.

Standard withdrawal after commencement: No refund unless special circumstances apply.

International Student Refund Schedule

Notice given 13+ weeks before start: 100% minus \$250 admin fee | Notice given 9-12 weeks before: 75% minus \$250 admin fee | Notice given 5-8 weeks before: 50% minus \$250 admin fee | Notice given less than 4 weeks before: 25% minus \$250 admin fee

Visa Refusal Refunds (International Students)

If your student visa is refused for reasons not caused by you (such as failing to commence, voluntary withdrawal, non-payment, fraudulent documents, or breach of conditions), you are entitled to a full refund of total fees paid minus the lower of 5% of total fees or \$500. You must provide Department of Home Affairs correspondence as evidence.

Special Circumstances

Special circumstances are exceptional situations beyond your control that prevent course completion. These must have occurred on or after course commencement and make completing the course impracticable. Acceptable circumstances include serious illness or injury (medical certificates required), death of immediate family member (death certificate required), natural disaster or major political upheaval (official documentation), serious accident or victim of crime (police reports, counselor reports), or Institute failure to offer prerequisite units. Pro-rata refunds are calculated based on training already delivered.

When Refunds Are Not Available

No refund is provided for standard withdrawal after course commencement, cancellation due to unsatisfactory academic progress, cancellation due to breach of student conduct policies, suspension or cancellation for non-payment of fees, breach of Letter of Offer terms, visa refusal due to fraudulent documents, or student visa conditions breach.

Provider Default Protection

Domestic Students: If the Institute defaults, ASQA provides guidance on alternative course placement and recognition for completed units.

International Students: The Institute must refund unspent tuition fees within 14 days OR provide alternative course placement within 14 days. You choose between refund or alternative placement. The Tuition Protection Service (TPS) assists if the Institute cannot meet these obligations.

Appeals Process

You have 20 working days from the decision notification to submit a written appeal to Student Services. Include any additional evidence. Your appeal will be reviewed by senior management independent of the original decision. You will receive a written response within 10 working days. If unsatisfied with the internal appeal, you can access external review through Student Ombudsman services, ASQA external complaints and appeals, or consumer protection agencies as outlined in MITP07 Complaints and Appeals Policy.

Key Points to Remember

Timing matters: Apply within 14 days of qualifying event. Notice period affects international student refund amount.

Documentation is essential: Provide all required evidence, certified copies where needed, complete bank account details in your name.

Payment method: Refunds paid by bank transfer only to an account in your name. Bank charges are deducted from refund amount.

Processing time: Maximum 4 weeks from complete application to payment.

Contact Information

Student Services Officer: 1300 244 002, academics@menzies.vic.edu.au

Student Finance Officer: 1300 244 002, accounts@menzies.vic.edu.au

Related Policies

MITP03 Student Fees and Payments | MITP07 Complaints and Appeals | MITP08 Deferral,
Suspension and Cancellation | MITP11 Admissions Policy

This is a summary only. The complete policy is available from Student Services or our website. Last Updated: November 2025