

# MFS03:Application for Refund of Fees Form

## IMPORTANT INFORMATION - READ FIRST

- **Processing Timeline:** Applications processed within 4 weeks of receipt of complete documentation
- **Required Documentation:** Photo ID, fee receipts, bank verification, supporting evidence (see checklist below)
- **Submission Deadline:** Must be submitted within 14 days of qualifying event
- **Appeals:** If unsatisfied with outcome, you may appeal within 20 working days (see MITP07 policy)

| STUDENT DETAILS   |  |
|---|--|
| Name:   |  |
| Student ID (if applicable):   |  |
| Course Enrolled:  |  |
| Contact Details:  | Phone:   |
|   | Address:   |
|   | Email:   |
| Application Date:   |  |
| REASON FOR REFUND (tick one)  |  |
| <input type="checkbox"/>  | Withdrawal before course commencement                        |
| <input type="checkbox"/>  | Visa refusal (international students - attach evidence)      |
| <input type="checkbox"/>  | Course change (attach approval documentation)                |
| <input type="checkbox"/>  | Special circumstances (see criteria below - attach evidence) |
| <input type="checkbox"/>  | Other (specify): _____                                       |
| <b>Special Circumstances Criteria:</b> Evidence required for all special circumstances claims <ul style="list-style-type: none"> <li>• <b>Medical circumstances:</b> Serious illness/injury preventing course completion</li> <li>• <b>Family emergency:</b> Death or serious illness of immediate family member</li> <li>• <b>Emergency situations:</b> Natural disaster, accident, trauma beyond student control</li> </ul> |  |
| <b>Detailed Description</b><br>Provide full details of circumstances  |  |
|   |  |
| REFUND CALCULATION REFERENCE  |  |
| <b>Domestic Students</b>  | Before commencement: 100% minus \$250 admin fee              |
|   | After commencement: No refund (unless special circumstances) |
| <b>International Students - Pre-commencement</b>  | >12 weeks notice: 100% minus \$250 admin fee                 |
|   | 9-12 weeks notice: 75% minus \$250 admin fee                 |
|   | 5-8 weeks notice: 50% minus \$250 admin fee                  |
|   | ≤4 weeks notice: 25% minus \$250 admin fee                   |
|   | Visa refusal: 95% of total fees (minimum \$500 deduction)    |

|                             |  |
|-----------------------------|--|
| <b>NO REFUND SITUATIONS</b> | After course commencement date as per Confirmation of Enrolment has passed   |
|                             | Visa refusal where student caused default through: <ul style="list-style-type: none"> <li>Failure to start course on agreed date</li> <li>Student withdrawal from course</li> <li>Failure to pay required fees</li> </ul>  |
|                             | Breach of terms and conditions including: <ul style="list-style-type: none"> <li>Letter of Offer conditions breached</li> <li>Institute policy violations</li> <li>Student misconduct or illegal conduct</li> <li>Unsatisfactory academic progress</li> <li>Student visa condition breaches</li> </ul> |
|                             | Fraudulent visa applications - visa refused due to fraudulent documents  |

Full details in MITP10 Refund Policy

|   |  |
|---|--|
| <b>PAYMENT DETAILS</b>  |  |
| IMPORTANT: Refunds paid ONLY to student or with legal documentation for third party |  |
| <b>Bank Transfer (Australia only)</b>   |  |
| Account Name:   |  |
| Bank Name:  |  |
| BSB Number:   |  |
| Account Number:   |  |
| <b>International Transfer</b>   |  |
| Account Name:   |  |
| Bank Name:  |  |
| Bank Address:   |  |
| SWIFT Code:   |  |
| Account Number:   |  |
| IFSC Code (India):  |  |

|  |   |
|--|---|
| <b>REQUIRED DOCUMENTATION CHECKLIST</b>      |   |
| <b>ALL APPLICATIONS MUST INCLUDE:</b>        |   |
| <input type="checkbox"/>                     | This completed form with original signature           |
| <input type="checkbox"/>                     | Photo identification (passport/driver's license copy) |
| <input type="checkbox"/>                     | Original fee payment receipts                         |
| <input type="checkbox"/>                     | Bank account verification document                    |
| <input type="checkbox"/>                     | Copy of Letter of Offer/Student Agreement             |
| <b>ADDITIONAL FOR SPECIAL CIRCUMSTANCES:</b> |   |
| <input type="checkbox"/>                     | Medical certificates (original or certified copies)   |
| <input type="checkbox"/>                     | Death certificate (certified copy)                    |
| <input type="checkbox"/>                     | Police reports (if applicable)                        |

|   |   |
|---|---|
| <input type="checkbox"/>                      | Statutory declarations                    |
| <input type="checkbox"/>                      | Timeline documentation                    |
| <b>INTERNATIONAL STUDENTS - VISA RELATED:</b> |   |
| <input type="checkbox"/>                      | Department of Home Affairs correspondence |
| <input type="checkbox"/>                      | Visa refusal letter                       |
| <input type="checkbox"/>                      | PRISMS documentation                      |
| <input type="checkbox"/>                      | Agent correspondence (if applicable)      |

### STUDENT RIGHTS & INFORMATION

#### Privacy

- Information collected under Privacy Act 1988 and MITP33 Privacy Policy. View full policy: [menzies.vic.edu.au/privacy](http://menzies.vic.edu.au/privacy)

#### Appeals Process

- Internal Appeal:** 20 working days to appeal to Student Services
- External Options:** Student Ombudsman, ASQA complaints process, National Training Hotline
- Full appeals information:** MITP07 Complaints and Appeals Policy

#### Support Person Rights

- You may bring a support person to any meetings. Notify us in advance.

### DECLARATION & SUBMISSION

#### I declare that:

- Information provided is true and accurate
- I understand refund processing may take up to 4 weeks
- I have read MITP10 Refund Policy and understand my rights
- I consent to information collection per MITP33 Privacy Policy

Student Signature:

Date:

### SUBMISSION METHODS

- In Person:** Level 4, 355 Spencer Street, West Melbourne VIC 3003
- Email:** [info@menzies.vic.edu.au](mailto:info@menzies.vic.edu.au)
- Post:** Student Services, Menzies Institute of Technology, Level 4, 355 Spencer Street, West Melbourne VIC 3003

| FOR OFFICE USE ONLY          |         |      |       |
|------------------------------|---------|------|-------|
| Processing Step              | Officer | Date | Notes |
| Application Received         |         |      |       |
| Documentation Complete       |         |      |       |
| Eligibility Assessment       |         |      |       |
| Financial Verification       |         |      |       |
| Manager Approval             |         |      |       |
| CEO/PEO Approval (> \$2,000) |         |      |       |
| Payment Processed            |         |      |       |
| Student Notified             |         |      |       |

| Quality Metrics              |  |           |  |
|------------------------------|--|-----------|--|
| Processing Time:             | _____ days (Target: ≤21 days)                            |           |  |
| Appeal Required:             | <input type="checkbox"/> Yes <input type="checkbox"/> No |           |  |
| Student Satisfaction:        | ____ /5  |           |  |
| Final Approval<br>Signature: |  | Date:     |  |
| Print Name:                  |  | Position: |  |

*This form aligns with MITP10 Refund Policy V32 and RTO Standards 2.1, 2.7. For policy updates, visit [menzies.vic.edu.au/policies](http://menzies.vic.edu.au/policies)*