



# Melbourne College of Divinity

## International student fee refund policy

### Refunds

If a student withdraws from one or more subjects (including course discontinuation or leave of absence) the Melbourne College of Divinity (MCD) will refund some or all of the tuition fees that have been paid in advance if given timely, formal notice as follows.

### Full refunds

The MCD refunds all tuition fees that have been paid in advance if any of the following reasons apply:

- i. When a student gives 4 or more weeks notice prior to the commencement of teaching in that semester of an inability to undertake the unit / course.
- ii. When a student gives 4 or more weeks notice prior to the commencement of a research program of an inability to undertake the program.
- iii. The MCD withdraws the offer of a place. However:
  - o The College retains \$1000 of the tuition fees where an offer is withdrawn due to evidence that the offer was made on the basis of fraudulent documentation.
- iv. The College is unable to provide the course or the degree that was offered to the student.

In the unlikely event that the MCD is unable to deliver the course in full, a refund for all units paid for and not completed will be offered. The refund will be paid within two weeks of the day on which the course ceased to be provided.

Alternatively, the student may be offered enrolment in an alternative course by the MCD at no extra cost. The student has the right to choose between a full refund of course fees, or to accept a place in another course at the MCD. If the choice is for placement in another MCD course, the student will be asked to sign a document to indicate her/his acceptance of the placement in the new course.
- v. The Australian Government authorities refuse to grant the student a student visa.
- vi. MCD does not allow the student to continue her/his course or degree because she/he is not making satisfactory academic progress, but tuition fees have already been paid in advance. Any tuition fees already paid for the semester in which the suspension occurred will not be refunded.
- vii. When illness or disability prevents the enrolled student from commencing the course

- viii. When death of a close family member (parent, sibling, spouse or child) occurs
- ix. When other special or extenuating personal circumstances prevent an enrolled student from commencing a course, and which may be accepted for a full or partial refund at the discretion of the MCD Registrar, or their nominee, provided a submission under this provision is made to the MCD prior to the commencement of the course

Documentary evidence must be provided in support of an application for a refund under any of the above provisions.

**Partial Refunds**

When a student:

- gives less than four (4) weeks notice prior to the commencement of teaching in that semester of an inability to undertake the course; or withdraws from a course prior to the Census date; or
- withdraws within four (4) weeks of commencement of a research program;

the tuition fee paid for the semester is refundable, less an administrative fee of \$1,000.

**NO REFUND WILL BE GIVEN WHEN A STUDENT WITHDRAWS AFTER THE CENSUS DATE\* FOR A UNIT**

**Summary table indicating refunds that will be made:**

<b>Notice given of withdrawal</b>	<b>Refund</b>
4 weeks notice prior to the commencement of teaching of a unit	A full refund of all the fees that have been paid in advance for the research for the current and future semesters
4 weeks notice prior to the commencement of a research semester	A full refund of all the fees that have been paid in advance for the research program for the current and future semesters
By close of business on the census date* for the subject	A partial refund of all the fees that have been paid in advance for the semester (Fees paid less \$1,000 administrative fee)
After the census date* for the subject	<b>No refund</b> will be given for subjects whose census dates have passed

\* The census dates for standard semester 1 and semester 2 subjects are March 18<sup>th</sup> and August 12<sup>th</sup> 2011 respectively. While the exact census dates for 2012 have not yet been finalised, they will be in mid March and mid August. *Census dates for the subjects in which the student is enrolled are detailed on the student's Enrolment Record.*

## **Applying for a refund**

The MCD must receive applications for refunds within 12 months of withdrawal. Refunds will be determined in accordance with the provisions stated previously in this policy.

## **Payment of refunds**

### **Before a refund can be paid:**

- the College must have received the money that is to be refunded and must have entered this money into its accounts, that is, cheques cleared, telegraphic transfers received and all similar processes completed;
- any other debts owing to the College must be repaid/settled, such as library fees; and
- the student's course or subject cancellation must have been processed and approved

### **Refunds:**

- will be paid only to the person/ organisation which originally paid the fees;
- will be paid by cheque or Electronic Funds Transfer, except where the original payment was by credit card;
- will be made to a credit card where the original payment was by credit card and the original credit card is still valid. Where the original credit card is not valid, the refund will be made by cheque, overseas bank draft or bank transfer; in this case the refund amount will be reduced by the fee charged on the original credit card transaction
- are normally made in the currency of the student's country of permanent residence by telegraphic transfer or overseas bank draft
- will be paid within 30 working days of receipt of the application.

The MCD complies with the standards of the National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students 2007. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws. Provisions of the ESOS Act 2000 and the ESOS Regulations apply in the event that the College, as a registered provider, defaults on this written agreement on refunds.

In the event that an applicant wishes to contest the decision on a request for refund, she/he will have access to established dispute resolution procedures, which will not circumscribe the applicants' right to pursue other legal processes.